

May 4, 2021

**Dear residents, families, team members and stakeholders,**

For more than a year, Sienna Senior Living has been undergoing significant changes. From strengthening resident, family and team member communications and wellness support, to investing in upgrades to create more home-like settings, we are continually striving to improve our care communities and residences. We are committed to ensuring the seniors we have the privilege of caring for live with the dignity and respect they deserve. One area of particular focus has been leadership, and having seasoned leaders to strengthen our culture of accountability and excellence. I am pleased to share the news that Jennifer Anderson is Sienna's new Executive Vice President of Long-Term Care Operations. Jennifer joins us from the Workplace Safety and Insurance Board (WSIB) where she has held senior roles including most recently serving as Chief of Operations and Service Excellence Officer. Her expertise will be pivotal as we envision a post-pandemic future.

Throughout the pandemic, the seniors' living sector benefited from government and broader health sector support and is now seeing significant protection from the COVID-19 vaccines. We are acutely aware that much of Canada is in a third, more challenging wave and are committed to supporting our hospital and community partners during this difficult time. We are working with government and health partners to find ways to help when our local communities need us.

As we all continue to be tested physically and mentally by the pandemic, it is important that we keep the lines of communication open and check in with each other frequently. Sienna is recognizing Canadian Mental Health Week (May 3-9) by encouraging honest conversations about how we are coping, and providing support to residents, their families and team members. This includes practical resources, such as the online [Family Wellness Series](#). I commend all of you for your resilience, I know there is a sense of hopefulness that each of us is holding on to. At Sienna, we are striving to nurture optimism and positive feelings so that you can care for yourselves, loved ones and each other.

Sincerely,

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