

Important updates from Sienna on COVID-19

Update on 03/14/2020

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. Please continue to check our website for updates and other related information.

- **We have no COVID-19 in any Sienna residence.**
- **Effective March 14, 2020, we are implementing restrictions on access to all Long-Term Care Residences as directed by the Government of Ontario.** This will be applied for both BC and Ontario. Access will be limited to essential visitors, who are those who have a resident who is very ill or dying, healthcare workers and personal companions.
- **Effective March 14, 2020, we are implementing restrictions on access to all Retirement Residences as directed by the Government of Ontario.** This will be applied for both BC and Ontario. Access will be limited to essential visiting, which is necessary for compassionate reasons because of a serious health situation of a resident. Additionally, those who services support the health and well being of the residents will also be provided access to the residences.
- Permitted visitors to Long-Term Care and Retirement Residences must continue to be actively screened and those who fail screening will not be permitted to enter. No other visitors should be permitted to enter these premises, instead they should be asked to keep in touch with loved ones by phone or other technologies, as available.
- **We are maintaining one-point of entry for all residences with active screening protocols and procedures.** Appropriate signage will redirect team members, residents, and visitors.
- We have best practice infection control practices in place, overseen by our infection control physician and team.

- We have an Incident Management Team, who meet regularly to ensure that we are following all public health instructions and are able to respond to various scenarios.

We ask for your support with important control measures continue to reduce the risk of transmission of any illnesses, including COVID-19:

- Do not visit anyone in 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.

Others ways to protect yourself, your loved ones and other around you include:

- Cover your nose and mouth when you sneeze or cough; or sneezing or coughing into your sleeve/arm;
- Avoid touching your eyes, nose and mouth with unwashed hands; and
- Avoid close contact with people who are ill.