

## Important updates from Sienna on COVID-19

### Update as of March 25, 2020

Thank you for your ongoing support as we continue to do everything possible to protect residents, team members and families .

Late today we were informed by Toronto Public Health that a team member from Altamont Care Community (Scarborough, ON) and a Resident from Rockcliffe Care Community (Scarborough, ON) tested positive for COVID-19.

All protocols were in place prior to the test results today and the additional directives from Toronto Public Health are also now being implemented. Thank you to the team members who are doing a tremendous job in managing this situation.

Every residence also has the following protections currently 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](mailto: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.