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Dear residents, families, team members and stakeholders,

We continue to face unprecedented times, with a global pandemic that is testing our collective resolve to a degree we never thought possible. No more so is this true than for those of us who provide care and services to those who are most vulnerable to COVID-19.

Every Sienna team member is doing extraordinary work; putting residents, and families and their colleagues first to fight the COVID-19 crisis. We continue to put safety measures in place. Most recently we began to proactively test all residents and team members for COVID-19. We are also taking steps to ensure that team members in long term care home work in one site only. This is in addition to the other measures already in place including physical distancing to the extent possible, restricting non-essential visitors, as well as limited group dining arrangements, active screening, team members wearing face masks, and diligently monitoring for any symptoms of the virus in residents and each other.

We have not forgotten our promise to help residents live fully every day. Our team has been adapting programming with physical distancing wherever possible, and implementing creative ways to help you connect at this difficult time, when unable to visit physically. We will continue to try and do all we can while balancing the reality of this challenging and ever-changing situation.

We will continue to keep you informed through calls, letters and our website www.siennaliving.ca, and to answer your questions as quickly as possible through our COVID-19 page <https://www.siennaliving.ca/covid-19-update>. Now more than ever, we know how important it is to receive information about your loved one.

Words cannot express enough gratitude for the tremendous team work, long hours, commitment, compassion and tenacity that team members bring to work with them every day. Thank you for all that you are doing for society – you are true heroes. We are committed to keeping you safe with access to adequate protective supplies, equipment, information, education, support, and as much extra help as we can obtain during this global crisis.

We are extremely grateful for the outpouring of support and appreciation from residents, families and community members, who despite the stresses of this situation, continue to show their gratitude in many different ways. These gestures are helping to fuel our team as they deal with the magnitude of this extraordinary situation and we are proud to share them with you <https://www.siennaliving.ca/press-room>.

Thank you to everyone—for coming together to support each other and stay united in our fight against the impact of COVID-19.

With gratitude,

Lois Cormack
President & CEO

The warmth of human connection