



Meeting the Challenge Posed by COVID-19

03/18/2020

By: Lois Cormack, President & CEO

As the number of cases of novel coronavirus 2019-nCoV (COVID-19) increase in Canada, so too does the concern over its impact on seniors. Sienna's number one priority is the health and safety of residents, families and team members. We are drawing on our strengths as a company to navigate through this situation and, at present, have no COVID-19 cases.

Since the first reported case in Canada, our team across the country has been working tirelessly to maintain the health and safety of our residents and families, and to keep everyone informed. I am incredibly proud of their dedication and extraordinary work, and I have confidence in our processes and collective expertise to manage through this situation and play our role in helping to flatten the curve.

Sienna has 48 years of experience and a strong foundation as a company to draw from in order to manage the challenge posed by the COVID-19 pandemic: a very experienced team, a great culture, and a sophisticated operating platform with recognized best practices, programs and processes. In addition:

- Rigorous infection prevention and controls has been in place since last fall as part of our regular flu season prevention practice.
- We have restricted access to all residences to essential visitors only, and I want to express my deep gratitude to the residents and families for their understanding and support to keep everyone safe during this difficult time.
- We are utilizing technology to provide regular and timely updates to families.
- For those essential visitors and team members who enter, we have active screening processes in place before they come into a residence.
- Team members who have travelled within the last two weeks are required to self-isolate and anyone who has been exposed to COVID-19 is quarantined.

- The team at our Support Services Office is working remotely to ensure they can continuously address the needs of the operations team and the all residences.

As we continue to navigate the pandemic, it is important that we all work together – particularly when it comes to some of the more difficult decisions. Our response has been strengthened by the incredible leadership and collaboration between our sector associations and the provincial ministries. I am sharing the [joint statement](#) from the Family Councils Ontario and Ontario Association of Residents' Councils that perfectly speaks to both the emotions and importance of the restricted visitor policy. Thank you to both organizations for your support.

I want to express my admiration and awe for all the work done by the team members in our 87 residences who are singularly focused on providing residents with the care and services they need. It is truly inspiring and we should all express our gratitude, in particular, to the many healthcare workers who are the real heroes. If you want to find out more about how we are working as a team, please stay in touch via our website www.siennaliving.ca where we have a special section and an email for anyone to ask questions.

At this time, each of us can step up to protect all Canadians. I urge you to reach out to seniors, in particular, to see how you can help them.

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