

t: (905) 477-4006
f: (905) 415-7623
302 Town Centre Blvd., Suite 300
Markham, ON L3R 0E8
siennialiving.ca



April 17, 2020

Dear residents, families, team members and stakeholders,

As the COVID-19 pandemic has swept across the country, it has had an incredible impact on all of society. Long term care homes have been at the centre of the pandemic crisis in Canada. Our team is doing the work of heroes every single day, caring for and supporting all residents at this unprecedented time.

The health and safety of both residents and team members is of paramount importance. Creating an iron ring strong enough to keep COVID-19 from entering long-term care homes is very difficult, given the ability of this coronavirus to spread and disproportionately affect at-risk populations. Sienna has provided sector leadership in fighting the spread of COVID-19 since the outset of the pandemic, by advocating for sector wide consistency and implementing many precautions in advance of directives from public authorities, including:

- Limiting non-essential visitors.
- Active screening of staff and essential visitors.
- Enhanced cleaning protocols.
- Ensuring adequate Personal Protective Equipment for staff.
- Universal masking.
- Enhanced health monitoring, including temperature checks of all team members and residents twice daily.
- Supporting team members to work in only one location.
- Physical distancing of residents and team members to every extent possible.

At this time, BC residences have been successful in keeping COVID-19 out. In Ontario, seven long term care residences and one retirement residence have one or more positive cases. The majority of our residences have been able to successfully stop the spread and limit it to one positive case. Two residences successfully contained the virus and have subsequently been cleared of outbreak status by public health. This is thanks to the tremendous efforts of our team members, their hard work and commitment.

Despite the remarkable efforts of staff and the measures we have taken, we are facing a serious situation at Altamont Care Community in Scarborough, Ontario, where there have been a number of positive cases. Tragically, this resulted in a loss of life of residents and on April 16th the passing of a Personal Support Worker due to COVID-19. Our valued team member worked at Altamont for 31 years and was loved by residents and colleagues alike. We mourn the passing of our colleague and extend our deepest condolences to her family, loved ones and colleagues, and to all of those who have lost loved ones as a result of the COVID-19 pandemic.

We are thankful for the support, expertise and commitment of our partners including each of the public health units and hospitals we work with, the provincial governments, sector associations and our peers in senior living. We are all working together to shore up the sector at this time to fight the spread and to provide the best possible care for our residents while keeping team members safe and protected.

We are humbled by the efforts being made every day by members of our team in the face of extraordinarily difficult circumstances. The dedication and compassion you have shown has been super-human. You are coming to work every day and doing the work of heroes, while the rest of the world is asked to stay at home. You are

The warmth of human connection

providing residents with the care and compassion they need at a time when they are not able to see their loved ones.

We are also grateful for the support of residents, families and communities who have shown their care and concern in so many ways. We were particularly touched by the parade of vehicles and supporters carrying signs that visit our residences. These acts of gratitude and kindness lift the spirits of our heroes.

This is a very difficult time and our team is doing everything possible to keep residents and family members connected through – www.siennaliving.ca - in addition to regular family and resident communication by phone and letters. We will also answer your questions as quickly as possible through <https://www.siennaliving.ca/covid-19-update>.

Thank you to everyone—we will remain steadfast in our fight against the impact of COVID-19.

With gratitude,

Lois Cormack
President & CEO