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Dear Residents and Families,

Thank you for your continued support during this extraordinary time. We are grateful for your understanding as we work together to safeguard the health and safety of all residents and team members.

Our team is doing an incredible job, and we have implemented many measures and are working closely with Public Health agencies to keep COVID-19 out of our residences and to reduce the risk of spread from anyone who develops COVID-19 symptoms or is asymptomatic. I wanted to share the safeguards we have in place.



- Team members are wearing surgical face masks and having their temperature taken twice per shift.
- Twice daily temperature checks of residents.
- Physical distancing of residents and team members to the extent possible.
- Active screening of any essential visitor, including temperature checks.
- Anyone who is suspected to have been exposed to COVID-19 is quarantined.
- Residents moving in will be in isolation for 14 days.
- Rigorous frequent cleaning of all surfaces.
- No non-essential visitors.

We are concerned about the recent media, which can be very misleading, causing fear and anxiety and we will do everything to share the facts and connect with your loved ones on a regular basis. Residents living in long term care residences have extensive care needs that cannot be easily or safely met in another setting or by family members. Our team members are highly skilled and have the expertise, supplies and practices to meet the needs of residents requiring long term care.

We will continue to keep you informed as we manage the evolving situation with COVID-19. Our website has helpful resources (<https://www.siennialiving.ca/covid-19-update>), and you can send questions to us at COVID-19questions@siennialiving.ca.

Thank you for your support as we work together to safeguard residents and team members, your gratitude and acts of kindness go a long way to keeping the spirits of team members up at this difficult time.

Lois Cormack
President & CEO