

DAILY UPDATE #8 March 19, 2020 – SIENNA COVID-19 PREPAREDNESS

As part of our commitment to keeping you informed on our COVID-19 status, our preparedness, and to answer your questions, we will update this document daily on [Our Team](#).

Status at Sienna

****We have no COVID-19 cases to report in any Sienna residence****

New Directives

Effective immediately all team members who have travelled outside of Canada within the last 14 days are required to self-isolate for a period of 14 days starting from their arrival in Canada.

- Sienna will pay team members who must self isolate for their missed shifts during the self-isolation period upon providing proof of travel (i.e. passport, airline ticket, etc.).
- Due to the federal government's advice to postpone or cancel travel outside of Canada, anyone who travels from this day (March 19, 2020) moving forward, who has to self isolate upon their return to Canada will not receive compensation for this absence. In these cases, team members are encouraged to access their paid time off plans or apply for Employment Insurance.
- If you have requested a team member to return to the workplace who fits the criteria, they must be directed to leave the workplace and self isolate relative to their return to Canada. For example, if a team member returned to Canada on March 15, 2020, and they returned to work until March 19, they would be in self-isolation for 14 days starting from March 15.
- Team members returning from self-isolation are required to consult their local Public Health unit and their manager/occupational health and safety department to plan their safe return to work.
- If a team member begins to feel unwell while at work, they should immediately put on a surgical mask and notify their manager and/or occupational health and safety department.
- Team members who work in multiple locations must disclose this information to their manager for purposes of mitigating the risk to the Sienna Community. In the event a team member contracts COVID-19 at another workplace, they will be encouraged to access their paid time off banks or apply for Employment Insurance.
- If you have any questions regarding this directive, please contact your Vice President, Regional Operations who will escalate your concern.

Sienna updates

EXTENDED PRECAUTIONS FOR RESIDENCES

Effective immediately, we have made the decision to expand various precautionary measures within residences, including:

- Healthcare workers in both BC and Ontario must self-isolate for 14 days after returning from travel, including the US.
- As part of active screening we will now be taking temperatures in Long Term Care and Retirement and in both BC and Ontario.
- Extending the definition of non-essential visitors to service providers such as hairdressers, fitness, yoga instructors, entertainers, and any other external parties who provide services to residents.
- Ensuring social distancing within the residence including in the dining room and for programming of any kind.

- Restricting residents from leaving the residence for non-essential reasons other than for example doctors appointments.
- No in-person Retirement tours. Only virtual tours are to be provided.

VENDOR SITE VISITS

- Key contracted vendors such as Sysco, Cardinal, and Essity have announced that account management visits to our properties have been suspended. Full access to account managers continues through email, telephone, skype and other video conferencing methods. Please reach out to vendors that you meet on a regular basis to keep communications active and productive.
- Site visits by vendors providing essential services to our properties will continue to keep our buildings and operations running smoothly and safely. For example, services such as preventative maintenance for elevators, HVAC, pest control and professional services will continue. A more detailed listing of essential services can be viewed on [Our TEAM > Support Services > COVID-19 Tools](#).

UPDATING OUT OF OFFICE NOTICES

It is important that all team members who have turned on their Outlook Out of Office response for any reason to ensure they indicate an alternative person who can be contacted.

Team members can also add the following line to their Out of Office messages:

For more information on COVID-19, please visit www.Siennaliving.ca or email COVID-19questions@siennaliving.ca.

SIENNA SOCIAL MEDIA

We launched a social media campaign today to recognize team members who are going above and beyond during this situation and are asking all Sienna team members to contribute comments! Please visit [LinkedIn](#), [Instagram](#), or [Facebook](#) to see these posts and to take part in thanking our frontline workers!

New FAQ

What constitutes exposure and how do I know if a fellow team member, who is asymptomatic, has been exposed and has the virus?

In order to be considered exposed you need to be in close contact with a confirmed COVID-19 person. There is no scientific information to date that suggests that asymptomatic transmission of COVID-19 is a main route of transmission. To date, transmission occurs when someone is symptomatic and transmits the virus by coughing/sneezing, etc. We need to follow our active screening as it would capture everyone with high risk.

New resources provided

- **Updated policies and procedures specific to COVID-19 have been updated and are posted in the respective RET & LTC Infection Prevention & Control Manuals on Our TEAM.** All resources regarding COVID-19 can be accessed on [Our TEAM > Support Services > COVID-19 Tools](#).
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CELEBRATING OUR TEAM

Our residents, families and others very much appreciate all of the efforts of our team.

A Waterford Kingston community family came by yesterday to cheer up our residents during this time. The children drew pictures with messages on them, they showcased them as the children walked around the outside of the building showing the messages through the windows to residents!



Please continue to share comments and submit pictures/stories of Sienna Moments from residences to Marketing@siennialiving.ca.

Residents and Family Members can write in to our email at COVID-19questions@siennialiving.ca.