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March 24, 2020

Dear Members of the Victoria Manor Board of Directors,

I wanted to provide you with another briefing on the protocols we have in place to protect residents and team members across all Retirement and Long Term Care residences in BC and in Ontario.

As previously communicated, we have an emergency management team in place that meets a minimum of once per day to review our protocols and any new directives that are to be actioned. We are also in close contact with health authorities and government on all requirements. We are issuing daily updates to all teams to members to support them in understanding and implementing protocols and sending communication to families and residents.

Over the past week, we have put in a number of additional protections, which are in response to ever changing situation and are fully compliant with directives from health authorities. Here is an update on what we have in place in all residences in BC and Ontario:

- ✓ Only essential visitors – which is defined by the Ministry of Health as someone with a resident who is dying or very ill, may enter residences.
- ✓ There is active screening, including temperature checks, at the entrance for anyone who is considered an essential visitor and for all team members.
- ✓ External providers (such as hairdressers, fitness, yoga instructors, entertainers and external parties) who provide services to residents are **not** permitted to enter any residence.
- ✓ We have implemented social distancing within residences.
- ✓ Residents moving in from hospitals or moving in from the community will be isolated for 14 days.
- ✓ Residents should not leave the residence except for absolutely essential medically-necessary appointments and these appointments must be approved in advance.
- ✓ All tours will be done virtually.
- ✓ All team members who have travelled outside of Canada will be in self-isolation for 14 days after returning to Canada.

We also have dedicated COVID-19 communication on our website, www.siennaliving.ca and a mechanism for questions from families, residents and community members.

The warmth of human connection

The health and wellbeing of residents and team members is our top priority. We will continue to keep you informed as we monitor the evolving situation with COVID-19 and the actions we are implementing.

Yours in caring,

A handwritten signature in blue ink, appearing to read "Joanne Dykeman".

Joanne Dykeman
Executive Vice President, Operations
Sienna Senior Living,

CC: Pamela Kulas, Executive Director
Jennifer Powley, Regional Vice President, Sienna Senior Living