February 4, 2021

Dear loved ones of residents at Minoru Residence,

Later today, the Ministry of Health will share their weekly update of the number of cases at long-term care homes. The report, which can be found on the BC Centre for Disease Control’s (BCCDC) website, will include data from Wednesday, January 27 to February 3, 2021. The numbers that will be reported today are as follows:

<table>
<thead>
<tr>
<th>Cumulative cases</th>
<th>Residents</th>
<th>Staff</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>77</td>
<td>66</td>
<td>11</td>
<td>17</td>
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We know this news may be difficult for our families and staff members, especially those with loved ones currently with COVID-19 and those who’ve lost someone due to the illness. As always, for information regarding the status of your loved one at Minoru Residence, please directly contact the social worker on site at 236-818-1246 or contact the manager Jo-Anne Kirk at 604-828-2803 or Jo-Anne.Kirk@vch.ca.

Sincerely,

Jo-Anne Kirk, Manager, Minoru Residence

Frequently asked questions

Are visitors required to receive rapid testing once the outbreak is over? What about staff?
We are still learning more about rapid testing and the best ways to use it in our communities. The testing happening now at Minoru is part of a research project to determine this. It can be very useful in an outbreak, as we have seen at Minoru. We are still determining if it will continue to be available once the outbreak has been declared over.

Will there be lessons learned after the outbreak is over?
We are continuously learning from other care homes and implementing best practices. VCH values lessons learned to improve quality of care. A compilation of our lessons learned will provide guidance for future outbreaks.

Can food be delivered from Skip the Dishes or other delivery services?
As long as food delivery follows our specified guidelines, is delivered during the specific windows identified, can be wiped down and is labeled with resident name and room number, then yes.

How is resident mental health monitored? What about those who don’t speak English?
Residents are seen every day by their care team and we’re doing everything we can to spend more time with your loved ones. Our recreation and rehab team also spends time with residents to address mental health concerns. They provide entertainment options, conduct daily check-ins and advises the nursing team if there are any ways to improve resident mental health.

How do residents wash their hair?
Hair washing is done in residents’ rooms by using a special shower cap that has shampoo built in—so we’re able to wash hair without doing so in the bath tub.