January 21, 2021

Dear Hilltop House families,

We continue to work very hard to manage the outbreak at Hilltop House. Please know that we are taking every possible measure to ensure the safety of our residents and staff. Our hearts go out to each family, friend, resident and caregiver who has been touched by this outbreak, as well as all those who have been affected by COVID-19.

Later today, the Ministry of Health will share their weekly update of the number of COVID-19 cases at long-term care homes with active outbreaks. The report can be found on the BC Centre for Disease Control’s (BCCDC) website at www.bccdc.ca/covid19data.

The numbers for Hilltop House as of noon on Thursday, January 21 are:

<table>
<thead>
<tr>
<th>Total cases</th>
<th>Residents</th>
<th>Staff</th>
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<tr>
<td>6</td>
<td>4</td>
<td>2</td>
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Two staff members have now recovered from their illness leaving us with four active cases at Hilltop House – four residents. The last positive resident case was confirmed on January 16, 2021.

For families with outstanding questions, requiring emotional support or needing assistance navigating the health-care system, please contact the Vancouver Coastal Health (VCH)/Providence Health Care (PHC) Long-term Care (LTC) Family Support Line at 1-844-824-2219 or 604-875-4953. Please note that the PHC/VCH LTC Family Support Line cannot provide specific resident status reports.

For information regarding the status of a resident at Hilltop House, please contact the social worker on-site at 604-892-6024.

For more information, please visit www.vch.ca/HilltopOutbreak or www.vch.ca/covid-19. You can also call HealthLink BC by dialing 8-1-1.

Sincerely,

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