

July 10th, 2020

Dear Millrise Seniors Village Employees:

On behalf of AHS, I would like to extend my personal thanks to you for the incredible dedication and support you have shown at Millrise Seniors Village over the past weeks. We recognize that the last number of months have been challenging and full of change. During this time of transition you have demonstrated the commitment to providing safe high quality care for residents and their families – thank you! To continue to assist you in the provision of care to residents at Millrise Seniors Village Alberta Health Services (AHS) will continue to work closely and provide administrator oversight as AgeCare continues to manage day-to-day operations. There has been much work done to date and we want to ensure that you continue to receive updates from AHS as well as the regular operational updates you receive from AgeCare.

While Retirement Concepts continues to be the legal owner of Millrise Seniors Village, we are not yet at a point where we will be returning the administration of the site to Retirement Concepts. AHS has asked for a six month extension of the Ministerial Order originally obtained May 4, 2020. This extension, if granted by Alberta Health, will allow AHS to continue to work with Retirement Concepts in the development of a sustainable plan to safely manage the site. This includes a focus on local leadership, staff engagement, strong accommodation and support services and solid clinical planning.

No decision has yet been made about the long-term management and operations of Millrise Seniors Village. AHS continues to engage with Retirement Concepts Senior Leadership around expectations and requirements as well as AgeCare to ensure day to day operational needs are met. As this work evolves when changes and updates are available we are committed to sharing this with you, residents, and families to ensure open and transparent communication and enable everyone to stay connected.

We are grateful to each and every one of you for rising to the challenge during these unprecedented times. We are planning some on-site staff information sessions over the next month to discuss any concerns, and answer any questions you may have regarding the operations of Millrise Seniors Village.

In an effort to not add confusion or more layers to the already complex environment, we would ask that you please direct any question to AgeCare Human Resources at covid-19support@agecare.ca or 1-800-923-6404, open weekdays from 9 am – 5 pm. AgeCare leadership will connect with AHS with any questions that require our input.

Kindest regards,



Nicholas Thain ACP, MAL(H)

Senior Operating Officer
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