

August 5th, 2020

Dear Millrise Seniors Village Residents & Families:

On behalf of Alberta Health Services (AHS), I would like to update you regarding the Ministerial Order which was put in place on May 4th to allow AHS to oversee the daily operations of Millrise Seniors Village.

AHS has been informed that this order will be extended from August 2, 2020 through to January 29, 2021. As the official Administrator appointed under the Ministerial Order we have been working closely with AgeCare, who has been contracted to provide interim day to day operations at Millrise Seniors Village to support Millrise staff as we work towards our goal of providing better and more consistent support for you.

While no final decision has been made about the long-term management and operations of Millrise Seniors Village, AHS continues to work with Retirement Concepts, which continues to own the site. This extension allows AHS to work with Retirement Concepts in the development of a long-term sustainable plan to safely manage the site.

AHS and AgeCare will continue to work collaboratively with site staff. Through this collaborative work we will determine what measures are appropriate and necessary to ensure safe and quality care continues to be provided to all residents, and to address any concerns that may arise.

We will ensure open and transparent communication is continued to be shared with you and will provide updates as information becomes available. We hope this helps you understand our current plans as we continue to ensure safe and quality care is provided to residents of Millrise Seniors Village and all of our continuing care sites.

Again, we would like to thank each and every one of you for your understanding and patience during unprecedented times.

If you have any questions or concerns, we invite you to contact AgeCare Leadership at Millrise Seniors Village through the dedicated phone line 1-800-872-9692, open daily from 8 am – 6 pm. You can also contact AHS' Seniors, Palliative and Continuing Care leadership at (403) 943-0256.

Kindest regards,



Nicholas Thain ACP, MAL(H)  
Senior Operating Officer  
Community, Rural, and Continuing Care  
Alberta Health Services