

July 10th, 2020

Dear Millrise Seniors Village Residents & Families:

On behalf of Alberta Health Services (AHS), I would like to extend my personal thanks to you for your ongoing patience and understanding as we have worked to improve conditions at Millrise Seniors Village. We recognize that the last number of months have been challenging and full of change. 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.

Our number one priority is to ensure safe, high quality and uninterrupted care for all residents at this site that achieves or exceeds the continuing care standards in Alberta. We have been working closely and providing oversight as AgeCare manages day-to-day operations at the site. AHS has also been working with Retirement Concepts, which continues to own the site. It is important to note that we are not yet at a point where we can return the administration of the site to Retirement Concepts and therefore have 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.

No decision has yet been made about the long-term management and operations of Millrise Seniors Village. 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 is 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 call AHS' Seniors, Palliative and Continuing Care line at (403) 943-0256.

Kindest regards,



Nicholas Thain ACP, MAL(H)

Senior Operating Officer
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