



October 22, 2020

Dear Millrise Seniors Village Residents & Families:

On behalf of Alberta Health Services (AHS), I would like to provide you with an update on operations at Millrise Seniors Village.

As you are aware, AHS has assumed control of operations at Millrise, based on a Ministerial Order that will be in place until January 29, 2021. We continue to work closely with AgeCare who we have contracted to provide the day-to-day operations at the Millrise site. We are impressed with AgeCare's work to date and their ongoing commitment to improve the level of care and support you receive. Further to this, I am personally pleased to see that many of you have provided feedback that echoes this.

We are focused each and every day on ensuring you and your family are provided with high quality care. AgeCare has been instrumental in enhancing the on-site operations and creating an environment where staff are fully supported so that they can, in turn, support you or your loved ones. You are our focus.

The need for information is no doubt top of mind for you, just as it is for AHS. Since I wrote to you on August 5, 2020, we have continually engaged with senior leadership at Retirement Concepts to push for clarity and understanding in how they will improve the provision of care and support for residents of Millrise Seniors Village. This work is ongoing and we will provide updates if and when this work transitions to areas that may impact day-to-day operations at the site. We will only proceed with returning operations to Retirement Concepts once we are certain they are fully capable of providing the level of care and support required.

I commit to you that I will provide updates as any substantial site developments occur. Knowing that apprehension exists around the January 29, 2021 date and the possible return of operations to Retirement Concepts, I reiterate – operations will only be returned if we are fully confident in their ability to manage your care.

We would like to thank each and every one of you for your continued understanding and patience.

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

Kindest regards,

A handwritten signature in black ink, appearing to read 'Nicholas Thain'.

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