



October 22, 2020

Dear Millrise Seniors Village staff:

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 Seniors Village under Ministerial Order that will be in place until January 29, 2021. AHS continues to work with AgeCare towards the goal of improving staff support and overall care provided to residents.

We are impressed with your ability to work with AgeCare to improve care and support for the residents. Recent audits have shown that Millrise Seniors Village has moved from a high risk site to a low risk site and residents have provided positive feedback to share how pleased they are with the ongoing changes. Keep up the great work!

In the background, AHS continues to engage with Retirement Concepts (RC) to discuss the future. This includes having RC detail the steps they would take as an organization to improve conditions at Millrise if they were to resume operations. To date, based on the materials received, we are not yet satisfied in their ability to safely resume operations at the Millrise site. If this position changes at any point moving forward, we will be sure to inform you. Rest assured, we will not return operations to RC unless AHS is confident in the ability of RC to safely and competently manage the site.

AHS is steadfast in ensuring residents are provided with high quality client and family focused care. We cannot do this without you. You are the providers of the care and support Millrise residents receive.

Thank you to each and every one of you for your continued dedication to providing excellent care and support for Millrise Seniors Village residents and for your continued understanding and patience during these uncertain times.

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 'N. Thain'.

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