



January 25, 2021

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.

After a period of assessment by AHS of the operations at Millrise Seniors' Village, we have determined it is in the best interest of residents that AHS end the contract with Millrise Seniors Village 3 Limited Partnership, the service provider of the facility.

Today, January 25, 2021, we provided Millrise Seniors Village 3 Limited Partnership with a six-month notice that AHS is terminating its' contract with the company.

As you are aware, AHS assumed control of operations at Millrise Seniors' Village, based on a Ministerial Order that will be in place until January 29, 2021. We continue to work closely with AgeCare, who we contracted to provide the day-to-day operations at the site. We are impressed with AgeCare's work to date and their ongoing commitment to improve the level of care and support you and your loved one receive.

We are focused each and every day on ensuring you and your family are provided with high quality care and support. There will be no changes to care or services during the six month transition period.

While we have continually engaged with senior leadership at Millrise Seniors Village 3 Limited Partnership requesting clarity and understanding as to how they would improve the provision of care and support for residents should they be reinstated as operators, we are not satisfied that the required changes would occur.

AHS made a commitment to you that we would keep you updated as this situation progressed and that operations would only be returned to Millrise Seniors Village 3 Limited Partnership if we were certain that they were fully capable of providing the level of care and support required.

AgeCare has agreed to continue to provide the same excellent level of care you have been receiving since it assumed operations of Millrise Seniors' Village. 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.

AHS will continue to work with Millrise Seniors Village 3 Limited Partnership over the coming weeks regarding the transition plan including the ownership groups' plans for the Millrise building.

Over the coming days and weeks, we will continue to engage and update residents, families and staff as we work through the next steps to ensure we continue delivering high quality care to residents.

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We understand the uncertainty you have been dealing with has been stressful and would like to thank each and every one of you for your continued understanding and patience during this time.

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 by email @ SCP.Calgary.SPCC@albertahealthservices.ca

Kindest regards,

A handwritten signature in black ink, appearing to read 'N. Thain', with a long horizontal flourish extending to the right.

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