

August 19, 2024

City of Cold Lake  
Mayor Craig Copeland  
CC: Chief Jeff Fallow  
5513 - 48 Avenue,  
Cold Lake, Alberta, T9M 1A1

[ccopeland@coldlake.com](mailto:ccopeland@coldlake.com)  
[Mayor@coldlake.com](mailto:Mayor@coldlake.com)

Dear Mayor Copeland:

**Subject:** Request for Support for Elevator Replacement or Installation of Chair Lift at Points West Living Cold Lake

I am writing on behalf of the Residents Family Council (RFC) at Points West Living Cold Lake to seek your support for a critical issue impacting our residents. Since the evening of August 4<sup>th</sup>, 2024, the elevator in our facility has been largely inoperative, creating significant challenges for our residents who are situated on the 2nd floor.

Points West Living Cold Lake, which has been operating since 2013, prides itself on providing a seniors-friendly environment with barrier-free spaces and state-of-the-art technology. However, the prolonged malfunction of our sole elevator has undermined these features, leaving residents with mobility challenges—many of whom use wheelchairs, walkers, or scooters—struggling to access the main floor and the outdoors.

The impact of this issue has been profound. Residents have missed essential medical and personal appointments, family visits, and leisure activities, exacerbating feelings of isolation and frustration. Many of the residents participate in main floor activities. Moreover, the reliability of the elevator is crucial not only for daily convenience but also for emergency evacuations. The current situation raises serious concerns about the safety of our residents in case of a fire or other emergency, where timely evacuation could be compromised.

Despite multiple attempts by the facility management to repair the elevator—on at least four occasions by OTIS, the maintenance contractor—the issue persists. The need for EMS services to transport residents to important medical appointments has further strained emergency services.

In light of these challenges, we respectfully request your support in addressing this issue through one or more of the following measures:

1. The installation of an additional elevator to ensure continuous accessibility and alleviate the current strain.
2. The replacement of the existing elevator to restore reliable service.
3. The installation of a chair lift in at least one stairwell to provide a supplementary means of vertical transportation.
4. The installation of a ramp see attached picture.

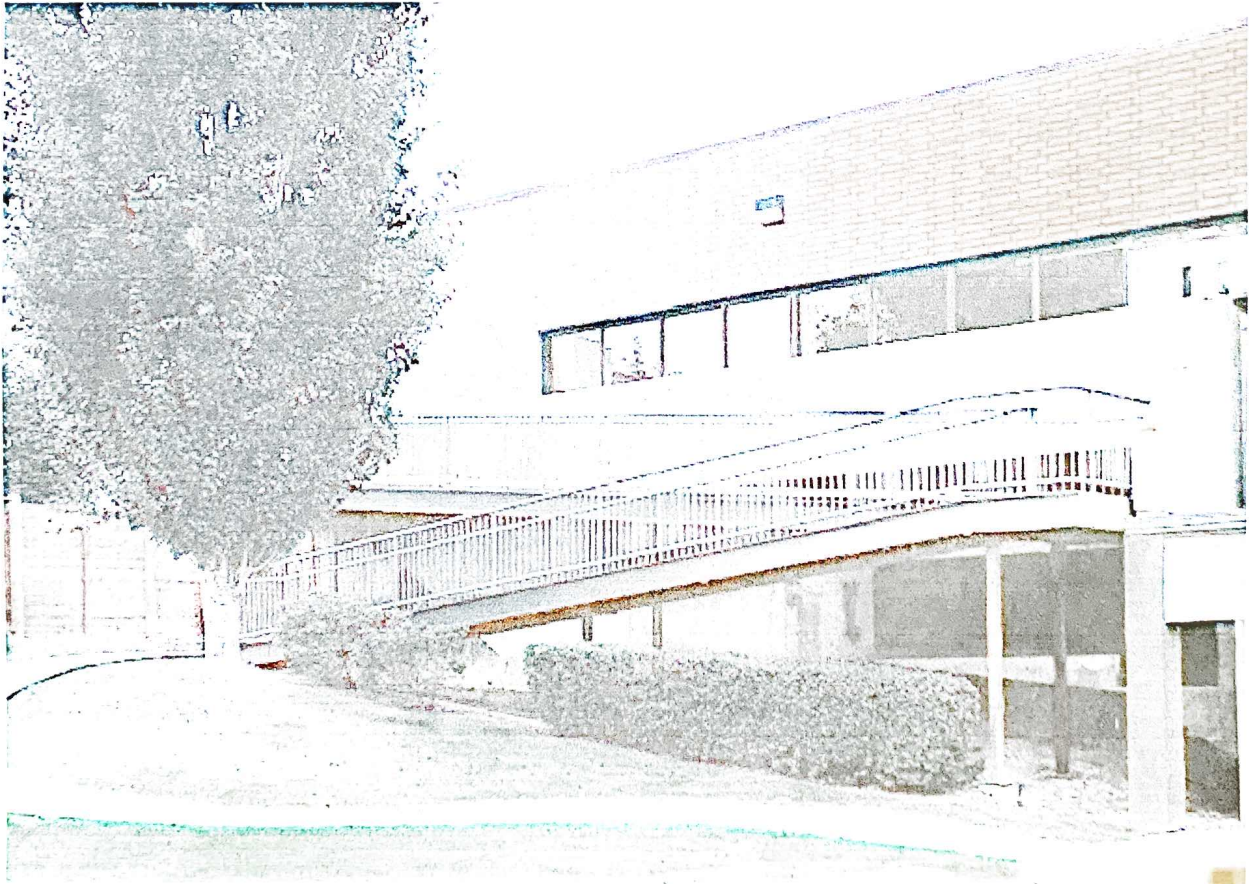
We believe that any of these solutions would significantly improve the quality of life for our residents and ensure their safety and well-being. Your support in this matter would be greatly appreciated and instrumental in resolving the current accessibility issues faced by our residents.

Thank you for your attention to this urgent matter. We look forward to your favorable response and are available to discuss this request further at your convenience.

Sincerely,

*Your Friend  
Gary Farrer*

Gary Farrer - Room 1104  
President  
Residents Family Council  
Points West Living Cold Lake  
512 25 Street  
Cold Lake, AB T9M 1G6





## RELATED MATERIAL

Accommodation standards : supportive living accommodation Act, clearly states:

### Continuation of Services Standard

16 16(1) An operator shall develop, implement and maintain accommodation-specific contingency plans to provide for the continuation of services to residents as set out in the regulations and standards in the event of disruptions such as (a) the failure of electrical power or other utilities, (b) the breakdown of essential equipment, (c) extreme weather conditions, (d) pandemics and/or communicable disease outbreaks, (e) emergencies, (f) employment disputes, (g) staffing shortages, (h) violent incidents, and (i) other disruptions.

Alberta Health Revision 5 Accommodation Standards and Licensing Information Guide Section 4 \_\_\_\_\_ © 2010-2015 Government of Alberta Standard 3 1

### Standard 3: Maintenance Requirements

3(1) An operator must ensure that the building that houses the supportive living accommodation, the supportive living accommodation itself and any equipment and operator-owned furnishings are well maintained and in good working order.

3(2) An operator shall develop, maintain and implement a scheduled preventative maintenance and repair program to inspect the condition of the supportive living accommodation, the building that houses it and its equipment and operator-owned furnishings and ensure that repairs, service and, where applicable, replacements are provided as needed.

### Standard 16: Continuation of Services

#### Intent

To verify that there is a plan for the ongoing provision of accommodation services should there be an unexpected emergency. Advanced preparation is the key to mitigating the impact of unexpected events or emergencies leading to the disruption of regular service delivery. Many supportive living residents struggle with limited personal mobility, cognitive impairment and other physical challenges that render them even more vulnerable during emergency situations. With adequate knowledge and planning, the harmful effects of such unanticipated events can be minimized. Contingency plans must be developed with deliberate consideration of the very unique needs of the resident population and reviewed on an annual basis to ensure that they remain current.

- **Essential Equipment:** equipment that is vital to the operation of the accommodation that without would require additional actions to be taken to maintain services for the residents. Equipment may include boiler, furnace, hot water tank, elevator, generator, communication equipment, security equipment, emergency call systems, sanitation equipment, food preparation equipment, food storage equipment, food service equipment, laundry or cleaning equipment.