



**OFFICE OF THE MAYOR**

August 28, 2024

Bonnyville Constituency Office  
P.O. Box 5160  
#2, 4428-50<sup>th</sup> Avenue  
Bonnyville, AB T9N 2G4

Connecting Care  
14310-111<sup>th</sup> Avenue NW  
Coronation Plaza, Unit 400W  
Edmonton, AB T5M 3Z7

Attention: Honourable MLA Scott Cyr

Attention: Marlene Morin, Operations

Dear <sup>Scott</sup> MLA Cyr:

Dear Ms. Morin:

The residents of Cold Lake Points West Living Complex have raised significant concerns regarding elevator outages at the assisted living complex. These issues also raise concern with the City of Cold Lake Council relating to service standards and continuation of services.

It is understood that Alberta Health Services (AHS) has code requirements for the operations of such facilities and residents have advised that they are in essence trapped in the facility. With that, operational staff have been reaching out to the City of Cold Lake's fire department to assist with bringing residents down via the stairwells. It has been advised that staff don't have any options or operational solutions from Points West Living to support residents in such a manner.

Further to the above, we're not sure how these issues relate to the requirements by Alberta Health Services for Supportive Living Accommodations Act. It is understood that 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: breakdown in essential equipment. Essential equipment includes elevators in this regard.

It is felt that alternative options exist such as an automated stair lifts that should be implemented for such facilities.

We look forward to your feedback relating to the concerns raised and perhaps how these issues can be addressed and/or mitigated to assist the residents living in the facility.

Sincerely,

Craig Copeland,  
Mayor

cc: Council  
Points West Living Cold Lake - Residents Family Council  
Kevin Nagoya, CAO