

August 30, 2024

Attention: Mayor Craig Copeland

In regards to the letter sent from the Points West Living Cold Lake Resident Family Council and the concern from the greater Cold Lake community about the elevator outage at Points West Living Cold Lake, we appreciate your concern and would like to answer your questions and explain our process throughout the outage:

1. Contingency Plan

- Contingency plans for emergencies, elevator disruptions, and outages including alternative methods for assisting residents on the second floor exist and have been followed throughout this incident. They are outlined in our Resident Handbooks, and our Community has a hard copy of our contingency plan and Emergency Preparedness Plan if you should want to see it or be provided a copy. Points West Living Cold Lake collaborated with Family, EMS, and the Fire Department who made multiple visits to the community during this time and ensured that medical appointments were met and Residents assisted down the stairs. Throughout the outage we maintained full compliance with Codes, Accommodations, Alberta Health's CCHS accountabilities, and we notified and were in contact with AHS for the duration of the outage.

2. Updates on Repairs

- Throughout the ongoing repairs provided by our contracted vendor, OTIS, communication continued with residents and families. The morning of August 22nd when OTIS was able to complete the repairs, residents and families were updated.

3. Regular Maintenance

- Regular and preventative maintenance has always been in effect through our contract with our Elevator Vendor (OTIS). When the elevator broke down, the situation was immediately escalated from the General Manager to the Director of Operations, the Asset Manager, and the Chief Operating Officer in addition to OTIS. Regular contact between OTIS and our team was maintained throughout. OTIS's delay in repairs was due to their challenge in procuring and delivery time of the necessary replacement parts.

4. Installation of Chairlift or other option

- This may be an avenue of consideration and we are open to having conversations with the fire department, Alberta Health, and OHS about the most suitable solution for our community. This would be an additional cost that may need to be addressed by fundraising, grants, etc. Please note that we are aligned with all Codes needed to operate.

Sincerely,

*Marlene Morin*

Marlene Morin, Chief Operating Officer, Connecting Care

