



Chinook Winds Lodge Emergency Evacuation Update  
Meeting Agenda Topic Outline  
June 23, 2017  
11:00 a.m.  
Chinook Winds Lodge, Carstairs, Dining Room

MVSH Management Members:

Sam Smalldon, CAO  
Al Smart, Director of Facilities and Infrastructure  
Shauna Urbanowski, Director of Care  
Kristi Gingrich, COO  
Debra Steiger, CFO  
Ronda Sandeski, Lead Site Administrator  
Heather MacKay, Site Administrator  
Lesley Ludwar, Care and Operations Administrative Assistant

Guests: Town of Carstairs Representatives

Audience: CWL Residents and Family Members (Sign-in Reception Sheet)

Topics to Cover:

1. Introductions of MVSH Team
2. Brief History of Sprinkler Project and Incident
3. Status of Building Currently and Plan for Recovery with Timelines
4. Circulate and Review Letter and Questions and Answers
5. Additional Questions and Answers
6. Next Steps



**Mountain View Seniors' Housing**

#301, 6501 - 51st Street  
Olds, Alberta T4H 1Y6  
Phone: 403-556-2957  
Fax: 587-796-0773  
[www.mvsh.ca](http://www.mvsh.ca)

June 23, 2017

RE: Chinook Winds Lodge Emergency Evacuation Update

Dear Chinook Winds Lodge Residents and Family Members,

As you are aware, the Chinook Winds Lodge has been part of a Sprinkler Installation project for the past several months, as a Risk Management Project under the Project Management of the Province of Alberta. On the evening of Monday, June 19, 2017 a plumbing incident involving the contractor on site took place resulting in extensive flooding of the Chinook Winds Lodge basement and the emergency evacuation of the site due to the power, water, gas, and phone and nurse call systems having been severely damaged and service disrupted.

We would like to thank you all for your prompt response on the night of the evacuation and for your cooperation in leaving your home and caring for your loved ones.

Facilities management and key site staff have been onsite and in extensive contact with the Province, contractors, insurance adjusters and remediation and restoration efforts have already commenced. Initial assessments indicate that the estimated time frame for return to regular operations and the safe and full return of the residents to the Chinook Winds site is estimated to be September 1, 2017.

The site and residents rooms are secured and staff members and security will be on site 24 hours, seven days a week during this temporary period of repair. Should you require access to your room contents and personal items, we are happy to allow access from the hours of 8 a.m. until 8 p.m. We would ask that you take any valuables with you at this time and clear out any perishable items from your suite fridge and cupboards. Staff will be completing extensive cleaning of suites and common areas during this time as well as acting as security and access providers.

The building will have temporary water and power by the end of this week, however, these temporary measures are not enough to safely and securely provide services and accommodation to our seniors. We will continue to provide you with status updates through written communication as new information becomes available and you may contact us at any time should you have any questions or require additional information or clarification.

MVSH takes the housing, care, safety and service to our residents very seriously and this situation is unfortunate. We have attached a list of some questions and answers that we have collected to date for your review and will be available for supports to each of you as you determine the best plan for accommodations for you or your loved ones during this temporary disruption to Chinook Winds Lodge, Carstairs. Should you have any further questions, please feel free to contact me at 403-556-2957 ext 720.

Sincerely,

Kristi Gingrich  
Chief Operating Officer

## Chinook Winds Lodge Emergency Evacuation -- Questions and Answers

June 23, 2017

**1. Q: How did this event/flood/emergency happen?**

A: Chinook Winds Lodge has been part of a Sprinkler Installation project for the past several months, as a Risk Management Project under the Project Management of the Province of Alberta. On the evening of Monday, June 19, 2017 a plumbing incident involving the contractor on site took place resulting in extensive flooding of the Chinook Winds Lodge basement and the emergency evacuation of the site due to the power, water, and phone and nurse call systems having been severely damaged and service disrupted.

**2. Q: Could regular or preventative maintenance have prevented this situation from occurring?**

A: No, as mentioned above in Question 1, this was the result of a special project and an accident.

**3. Q: How long will I/my family member be away from the lodge?**

A: The current estimated time frame is approximately 2 months or September 1, 2017. Please contact Kristi Gingrich, COO for further inquiries 403-556-2957 ext 720

**4. Q: When can I have access to Chinook Winds to get more of my personal items/furniture?**

A: The site and residents rooms are secured and staff members and security will be on site 24 hours, seven days a week during this temporary period of repair. Should you require access to your room contents and personal items, we are happy to allow access from the hours of 8 a.m. until 8 p.m. Please contact Ronda Sandeski, Site Administrator for any queries 403-335-6110

**5. Q: Will I/my loved one have to pay rent while I'm away?**

A: Yes, if you are living in an MVSH Suite, you will continue to pay rent as usual with the same rent and same fees.

If you are NOT living in an MVSH suite, your rent will be rebated for June 20 – 30, 2017 and no further rent will be withdrawn from your account until you are able to return to Chinook Winds Lodge.

For further information regarding rents, please contact Debra Steiger, Chief Financial Officer at 403-556-2957 ext 711

**6. Q: How are insurance claims being handled?**

A: For the facility and business interruption claims, the Provincial and MVSH insurance companies have been engaged. For resident contents, please reference your own tenant contents insurance. Items in the basement have been catalogued in a detailed manner through the remediation contractor. For more information on this aspect, please contact Debra Steiger, Chief Financial Officer 403-556-2957 ext 711

## Chinook Winds Lodge Emergency Evacuation -- Questions and Answers

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**7. Q: Will my suite be held for my return once Chinook Winds resumes regular operations?**

A: Yes, you may return to your suite at Chinook Winds Lodge once the lodge has returned to regular operations. MVSH will guarantee your suite availability, you will be able to return to the same room. Please contact Kristi Gingrich, COO at 403-556-2957 ext 720 for questions on this topic.

**8. Q: I have questions regarding my/my loved ones medications and medical equipment, who do I contact?**

A: Please contact Didsbury Home Care at (403) 335 – 7603 or your pharmacist for medication refills. Most medical equipment has emergency contact information on it, please contact that number as a first resource. Further questions can be directed to Shauna Urbanowski, Director of Care 403-556-2957 ext 707

**9. Q: What if I'm unable to stay with my family/friends until the lodge resumes regular operations?**

A: If you are interested, the Admissions and Housing Department of MVSH is willing to assist with compiling a priority wait list should MVSH lodge units become available within our sister lodges of:

- Aspen Ridge Lodge, Didsbury
- Mount View Lodge, Olds
- Sundre Supportive Living Facility, Sundre

MVSH currently does not have any internal lodge suites available as of June 22, 2017.

Niki Luft, Manager of Housing and Admissions  
[Admissions@mvsh.ca](mailto:Admissions@mvsh.ca) or 403-556-2957 ext 731

**10. Q: Who do I tell if I have found myself/loved one alternate permanent living arrangements and they will NOT be returning to Chinook Winds Lodge once it resumes regular operations?**

A: Please advise Site Administrator, Ronda Sandeski at 403-335-6110

**11. Q: Where are my/my loved ones phone calls being directed?**

A: Resident phones are normally answered through our internal telephone system which was destroyed during the flood. Incoming calls are currently not proceeding. Please contact any family members that you can to advise them of your safety and location. The main Chinook Winds Lodge number, 403-337-2999 will be forwarded as soon as possible. In the meantime, if you are concerned about reaching someone, please contact Ronda Sandeski at 403-335-6110 for further assistance.

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**12. Q: What will happen with my/my loved ones mail?**

A: Staff at Chinook Winds will continue to collect the regular mail from the Post Office and will distribute into the residents mailboxes so it is safe and secure. Those that are local and able may collect their mail from the site on a regular basis. Please contact Ronda Sandeski at 403-335-6110 if you would like to make alternate arrangements.

**13. Q: Will the staff have jobs or suffer due to this incident?**

A: MVSH will attempt to keep full and part-time employees employed until reopening. Please contact Teina Bowen, Manager of HR for more information 403-556-2957 ext 721

**14. Q: How will I receive information and updates on the status of the building and circumstances?**

A: For information or questions, please contact Kristi Gingrich, COO or Sam Smalldon, CAO at 403-556-2957