



APR 18 2019

MR. SHANE THOMPSON
MLA, NAHENDEH

Oral Question 681-18(3): Medical Travel Boarding Home Concerns

This letter is in follow up to the Oral Question you raised on March 12, 2019 regarding Medical Travel Boarding Home Concerns in Yellowknife. Specifically, you had questions regarding the contract process for the Vital Abel Boarding Home in Yellowknife, as well as how clients can bring forward any complaints or issues they have from their experience at the boarding home.

With regard to the contract for the Vital Abel Boarding Home I can share the following information. The boarding home contract was procured through a competitive Request for Proposal (RFP) process. The RFP was issued on August 1, 2014 and closed on September 15, 2014. Upon closing, the We Le Dai Corporation, which is a subsidiary of the Det'on Cho Corporation, was awarded a five-year contract, with start date of January 1, 2015. The contract is set to expire on December 31, 2019, although it does include options for extensions until December 31, 2024.

As discussed in the House, complaints from clients of the boarding home are taken very seriously and are dealt with in a variety of ways, depending on the nature of the complaint. The Northwest Territories Health and Social Services Authority attempts to work with clients and partners at the boarding home to resolve any issues that may arise. If a client is having issues, depending on the nature of the issue, we would encourage them to reach out to the Manager of boarding home as a first course of action. If the client feels that the issue remains unresolved, we would encourage the client to reach out to their local medical travel office, the Yellowknife medical travel office or to the Manager of the medical travel program for resolution.

The Vital Abel Boarding Home is continuing to improve its focus on client experience and has hired a Hospitality Development Specialist, Mr. Perry Felsing, who will be introducing a service excellence program to enhance the experience of

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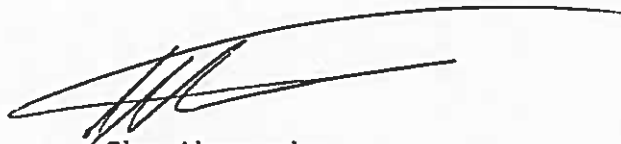
individuals staying at the boarding home. Clients with concerns or complaints with the service or their stay at the boarding home are encouraged to speak to Mr. Felsing. He may be reached in-person at the boarding home or contacted at one of the following:

Phone number: (867)873-6533 ext. 4104

Cell phone: (780)224-4521

Email: perry@detoncho.com

Thank you.



Glen Abernethy

Minister of Health and Social Services

c Mr. Tim Mercer
Clerk of the Legislative Assembly

Mr. David Hastings
Legislative Coordinator, Executive