DATE: May 3, 2023

NAME: David Dickson

Email: david.dickson@dksdata.com

Dear David

Thank you for contacting our Patient Relations Department with your concern regarding masking and interaction with Protective Service staff at the KAYE Clinic. We appreciate your feedback and apologize that Alberta Health Services (AHS) did not meet your expectations. AHS takes all concerns very seriously and the feedback is valuable in our efforts to provide high quality care.

This concern was reviewed by [Redacted], Protective Services Site Manager and copied to [Redacted], Director, Edmonton Zone, Protective Services

Please find the response below.

1. **Complainant states It is sad that officers and staff would bear the brunt of the complaint when the reality is this is a failing of management from the start.**
   Complainant states this issue has clearly not been addressed with the staff at PS.

I apologize that the complainant has received ongoing confusion from AHS regarding its policies and uniform implementation. As a massive organization of over 100,000 employees, uniform and consistent application of any policy or procedure almost always runs into a variety of roadblocks and setbacks. I have routinely encouraged open dialogue with my employees since they are on the frontlines and engage in hundreds of interactions every day. For this particular incident it was the idea of my staff to engage in further training when we discussed what happened in greater detail. I fully support those opportunities my staff want to take to improve themselves as officers and people. My staff communicate with me on what Protective Services is doing well and how we can improve. Covid-19 has certainly presented a lot of learning opportunities for all of us.

Thank you again for contacting Patient Relations. We hope this feedback addresses your questions. Please do not hesitate to contact us if you have further questions.

Kind regards,
[Redacted]
Patient Concerns Consultant

Healthy Albertans.
Healthy Communities.
Together.

Alberta Health Services