

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

اللَّهُمَّ صَلِّ وَسَلِّمْ عَلَى نَبِيِّنَا مُحَمَّدٍ

رَبِّ اشْرَحْ لِي صَدْرِي ۝ وَيَسِّرْ لِي أَمْرِي ۝ وَاخْلُ عُنْدَهُ مِّن لِّسَانِي ۝
يَفْقَهُوا قَوْلِي

Surah Ta-Ha 20:25-28

Important educational notice

Alberta-only plain-language education — not legal, medical, funding, eligibility, or care-planning advice.

This session can help you:

- ✓ Understand Alberta home care pathways.
- ✓ Ask clearer questions before a crisis.
- ✓ Know what may be a right, standard, program rule, request, complaint pathway, or advocacy tip.

This session does not:

- Guarantee services, hours, funding, accommodation, reassessment results, or complaint outcomes.
- Replace advice from AHS / Assisted Living Alberta, a provider, a doctor, a lawyer, or the correct program contact.

Legal accuracy guardrail: Depending on the care arrangement and the issue, different laws, C.C.H.S.S., program rules, complaint pathways, worker-safety rules, or human rights protections may apply.

ABOUT THE SOCIETY

Community Care Education Society of Alberta

Knowing Your Rights is a community education program of CCESA — turning Alberta's home care rules, standards, and programs into clear, faith-aware, plain-language guidance so Muslim seniors and caregivers can navigate the system with knowledge, dignity, and confidence.

12 Monthly Sessions

A year-long series — one new topic each month, before a crisis instead of during one.

6 Languages, on YouTube

English, Arabic, Somali, Urdu, Amharic & Oromo — so families learn in the language they trust.

وَجَعَلْنَاكُمْ شُعُوبًا وَقَبَائِلَ لِتَعَارَفُوا

— Surah Al-Hujurat 49:13

We made you peoples and tribes that you may know one another.

· Five communities. Six languages. One table. In shaa Allah.

Knowing Your Rights

What is home care — and why don't many Alberta families hear about it early enough?

WHAT WE'LL COVER TODAY

- ✓ What home care is — and who it's for
- ✓ Who provides it and who pays — AHS-contracted, CDHCI, self-managed, private, family
- ✓ Why families don't hear about it early enough
- ✓ How to request an assessment (starting with 811)
- ✓ What you can ask for — and have documented
- ✓ How to raise a concern if care isn't right

BY THE END, YOU WILL BE ABLE TO

- ✓ Describe what home care is and who may qualify
- ✓ Tell apart the care arrangements and how each is funded
- ✓ Take the first step to arrange an assessment
- ✓ Name what you can ask for — and have it documented
- ✓ Know how to raise a concern when care isn't working
- ✓ Ask clearer questions before a crisis, not after



Suzanne Faye Freimark

President, CCESA Board of Directors

FOUNDER, CO-FACILITATOR & PROGRAM LEAD · CCESA

12 years — Occupational Health & Safety

Manager · Consultant · Auditor · Trainer

During her practice years (2005–2017):

CRSP · CHSC · NCSO

External Consultant COR Auditor — ACSA · Energy Safety Canada

University of Alberta OHS Certificate — with Distinction

7 years — Saskatchewan Government Licensed Dayhome

Hands-on experience in community care before home care became personal

***Suzanne did not come to this work through a training program.
She came to it through her family.***

When a loved one's life changes in an instant — everything changes.

Stress. Fear. Uncertainty.

Several weeks of rehabilitation

Waiting to understand the full impact of the stroke.

The confirmation

Full left-side deficit. Full-time care required. Discharge planning became urgent.

The recommendation we heard

Long-Term Care — with a wait list that could run for years. In our case, home care was not discussed until discharge became urgent.

وَعَسَىٰ أَنْ تَكْرَهُوا شَيْئًا وَهُوَ
خَيْرٌ لَّكُمْ

Perhaps you hate a thing, and it is good for you.
— Surah Al-Baqarah 2:216

Alhamdulillah.

*Allah's plan was more beautiful than anything I
could have arranged.*

فَالزَّمَهَا فَإِنَّ الْجَنَّةَ تَحْتَ رِجْلِهَا

"Stay with her, for Paradise is beneath her feet."

Prophet Muhammad ﷺ — Sunan an-Nasa'i 3104

Today

Suzanne's mother lives with her.

She receives 6 hours of publicly funded home care daily.

Suzanne provides the remaining hours herself.

Through that daily reality she learned what no orientation document prepares a family for:

Finding the right program · finding an agency the family trusts · asking for a consistent caregiver.



Knowing Your Rights exists because no family should lose weeks — or years — to a knowledge gap that plain-language education can help close.



Faisa Ahmed Adan

Director, CCESA Board of Directors

COMMUNITY CONNECTOR – SOMALI COMMUNITY

Somali community, Edmonton

Quba Masjid · Masjid Al Omari

Mother tongue: Somali

Somali language support — Knowing Your Rights

Service to the community

Home visits to sisters who cannot leave their homes

Transportation · Accompaniment · Presence

A trusted connector in the community

It was Faisa who told Suzanne about Civida — two years before it was needed.

The believers are like one body

مَثَلُ الْمُؤْمِنِينَ فِي تَوَادِّهِمْ وَتَرَاحُمِهِمْ وَتَعَاطُفِهِمْ مَثَلُ الْجَسَدِ إِذَا اشْتَكَى مِنْهُ
عُضْوٌ تَدَاعَى لَهُ سَائِرُ الْجَسَدِ بِالسَّهَرِ وَالْحُمَّى

The example of the believers in their mutual love, mercy, and compassion is like that of one body: when one limb of it suffers, the whole body responds to it with sleeplessness and fever.

— Prophet Muhammad ﷺ · Bukhari & Muslim

There are sisters in our community who have navigated the home care system for years — without knowing what they could ask for, what could be documented, or where to turn when care was not working.

That changes now. In shaa Allah, we learn to ask, document, and follow up.



Mona Abuzaher

Vice-President, CCESA Board of Directors

COMMUNITY CONNECTOR — ARABIC-SPEAKING COMMUNITY

Palestinian, Arabic & Islamic Studies Educator

Quba Masjid · Mother tongue: Arabic

30 years teaching Arabic & Islamic Studies

Diploma in Arabic Language Methods & Techniques of Elementary Education & Literature

Bachelor's in Islamic Studies · Teacher Training Certificate · Former Kindergarten Director

Quranic Tajweed Certificate · Islamic Method of Teaching Workshop

Navigating home care for her own mother

Available for community children · In-home · Zoom

A paid service offered with love · بإذن الله

وَوَصَّيْنَا الْإِنْسَانَ بِوَالِدَيْهِ إِحْسَانًا

And We have enjoined upon man — to his parents — ihsan. — Surah Al-Ahqaf 46:15

Intimate care requires trust

Caring for her mother is Mona's honour.

Bathing · Incontinence care · Personal care

Mona's mother is more comfortable with caregivers she knows.

Families can ask for needs to be documented:

Female caregiver where possible · Consistency · Language · Privacy · Modesty

Why the arrangement matters for her

Today her mother receives care through traditional AHS-contracted home care — where the available caregiver is usually the one who comes, so consistency can be hard.

Mona feels her mother would benefit from CDHCl, which may offer more provider choice and consistency — but CDHCl has limits: some providers set minimum visit or call-out times, which can make short-visit care difficult.



Samira Ahmed

Director, CCESA Board of Directors

COMMUNITY CONNECTOR – ETHIOPIAN MUSLIM COMMUNITY

Admin — Bilal Ethiopian Muslim Society, Edmonton · Quba Masjid

Mother tongue: Amharic

Co-facilitation & community support — bringing seniors together through group outings and remembrance visits. My role is connection: I reach out to Ethiopian Muslim families, sit with them, and make sure this knowledge actually reaches the people who need it, in the community they trust.

Through these experiences, I have come to understand that many people face challenges simply because they are unaware of their rights. My mission is to bridge this gap — not waiting for families to find us, but going out to them. I am committed to making a positive difference in our community

وَلْتَكُنْ مِنْكُمْ أُمَّةٌ يَدْعُونَ إِلَى الْخَيْرِ وَيَأْمُرُونَ بِالْمَعْرُوفِ وَيَنْهَوْنَ عَنِ الْمُنْكَرِ وَأُولَئِكَ هُمُ الْمُفْلِحُونَ

And let there be among you a community calling to good, enjoining what is right and forbidding what is wrong — it is they who are the successful — Surah Aal-Imran 3:104



Zehra Hasan

Known in the community as Henna
Treasurer, CCESA Board of Directors

COMMUNITY CONNECTOR — URDU-SPEAKING COMMUNITY

Urdu-speaking Muslim community, Edmonton · ICNA Edmonton

Mother tongue: Urdu

Educational Assistant

A trusted network of Urdu-speaking sisters, built through years of friendship, service, and community connection

Urdu language support — Knowing Your Rights

A room where sisters walk away with something



Gathering sisters around benefit & belonging

Revert Sisters WhatsApp group · a monthly gathering for sisters who came to Islam

Community · Support · Sisterhood

She and her sister saw sisters who needed a table — and they helped build one.

« وما اجتمع قومٌ في بيتٍ من بيوت الله، يتلون كتابَ الله ويتدارسونه بينهم، إلا نزلت عليهم السكينة،
و«و غشيتهم الرحمة، وحفَّتْهم الملائكة، وذكرهم الله فيمن عنده

*No people gather in a House of Allah, reciting the Book of Allah and studying it together,
except that tranquility descends upon them, mercy covers them, and the angels surround
them.*

— Prophet Muhammad ﷺ · Sahih Muslim

***Knowing Your Rights is another such gathering. A friendship brought her to this table
— the community behind her is why she said yes.***



Hanim Ahmed

Program Secretary, CCESA Board of Directors

COMMUNITY CONNECTOR — AMHARIC-SPEAKING COMMUNITY

Ethiopian Muslim community, Edmonton · Quba Masjid

Languages: Amharic · Oromo · Harari · English

Educator

Former teacher who served in educational organizations across Ethiopia; volunteered with newcomers in Brooks, Alberta.

Through that experience, I saw how many people are unaware of their rights — and how that unawareness leads to unnecessary suffering. Sometimes the help people need most is simply someone to show them the steps to the resources they already deserve.

Amharic language support — Knowing Your Rights

فَاسْأَلُوا أَهْلَ الذِّكْرِ إِنْ كُنْتُمْ لَا تَعْلَمُونَ

So ask the people of knowledge if you do not know. — Surah An-Nahl 16:43



Hanan Temesgen

COMMUNITY VOLUNTEER · KNOWING YOUR RIGHTS

Ethiopian Muslim community, Edmonton · Quba Masjid

Mother tongues: Amharic & Oromo

Oromo translation & recording — Knowing Your Rights

Home Care Aide — working inside the system every day

Logistics Coordinator — Knowing Your Rights

Continuing with the program as a volunteer

***Hanan is the person this program means when it says “the caregiver who arrives at your door.”
That is her.***

Both sides of the door deserve better

What families cannot see from the outside — Care gaps. Working conditions. Silence on both sides of the door. Hanan sees every day.

إِنَّ اللَّهَ يَأْمُرُكُمْ أَنْ تُؤَدُّوا الْأَمَانَاتِ إِلَىٰ أَهْلِهَا

Indeed, Allah commands you to render trusts to whom they are due.
— Surah An-Nisa 4:58

When Hanan enters a family's home, she carries an amanah:

their trust · their vulnerability · the person they love.

***A worker who does not know her rights cannot fully protect the family she cares for.
Both sides of that door deserve better.***

THE KNOWLEDGE GAP

Many families do not hear about home care options early enough.

Why it happens

- ✓ The home care system does not always explain every option before a family asks — so knowing what to ask matters.
- ✓ Professionals may be busy.
- ✓ Families may be overwhelmed.
- ✓ Language and unfamiliar systems can make everything harder.

For immigrant & refugee families, the barriers can multiply

- ✓ Language
- ✓ Culture
- ✓ Forms
- ✓ Phone calls
- ✓ Not knowing which door to knock on

“Seeking knowledge helps protect your family.”

THE STORIES BEHIND THIS PROGRAM

Faisa

- ✓ A blind sister. A husband with mobility challenges.
- ✓ No heat in an Alberta winter. No clear place to go.

Faisa opened her home.

- ✓ She still helps with groceries every other week.
- ✓ *Community showed up — but community should not have to be the only safety net.*

Mona

- ✓ Her mother needed more support.
- ✓ No one had told the family they could ask for a reassessment.

Together, they asked.

- ✓ Hospital-bed support. AADL for incontinence supplies.
- ✓ More knowledge. More options.
- ✓ *Knowledge changed what the family knew to ask for.*

THE STORIES BEHIND THIS PROGRAM

Hanan

- ✓ She works inside the home care system.
- ✓ She has faced situations where she did not always know what she could safely question, report, or refuse.
- ✓ *A worker who understands the right process is better able to protect herself — and the person she is there to care for.*

Your right at work, in Alberta

- ✓ A worker may refuse dangerous work if they believe on reasonable grounds that there is an undue hazard. Understanding the right process protects both the worker and the family she cares for.

These are not distant examples. They are real situations families and workers face — what the knowledge gap looks like when it lands on a real family. And this is why we are here.

الْحَمْدُ لِلَّهِ

Allah's plan was perfect

How it came

- ✓ The call came the next day — Suzanne was visiting her daughter in the same hospital as her mother, as her daughter delivered her second grandchild.
- ✓ More than 2 years on the Cvida waitlist. Many families are waiting. One phone call — made while pushing a cart of belongings. One Cvida employee went one step beyond.
- ✓ A brand-new building. Five barrier-free apartments. Two remained.

وَمَنْ يَتَّقِ اللَّهَ يَجْعَلْ لَهُ مَخْرَجًا
وَيَرْزُقْهُ مِنْ حَيْثُ لَا يَحْتَسِبُ

And whoever is mindful of Allah
— He will make for them a way out, and provide for them
from where they do not expect.

A home by the window

- ✓ A brand-new barrier-free apartment, below market value.
- ✓ Her bed beside a picture window.
- ✓ A park. A walk path. An elementary school.
- ✓ *She watches the children play.*



WHAT IS HOME CARE?

Support that comes to you — so you can remain at home as safely and independently as possible.

In Alberta, publicly funded home care is part of Home and Community Care.

It may include — depending on assessment

- ✓ Personal care
- ✓ Light housekeeping
- ✓ Medication reminders or assistance
- ✓ Case management
- ✓ Meal preparation
- ✓ Mobility support
- ✓ Nursing or professional health services
- ✓ Respite or caregiver support

Not only for seniors

- ✓ Home care may be available to anyone whose health condition, disability, or care needs mean they require support to live safely at home.

WHO PROVIDES HOME CARE?

Transitioning to Assisted Living Alberta: Home care, continuing care, and assisted living are moving from AHS to a new provincial agency. The first step stays the same — call Health Link 811, which directs you to the home care contact for your zone.

AHS/ALA

- ✓ Assesses needs, determines eligibility, and coordinates publicly funded care.
- ✓ It does not usually send the caregiver directly.

CDHCI providers

- ✓ You choose from providers approved for CDHCI billing; AB Blue Cross handles direct billing.
- ✓ **Approval for billing is not a quality or safety guarantee.**
- ✓ **Ask before choosing:**
- ✓ Service area · availability · rates · minimum visits · training · safety certifications

***You can ask what provider options are available in your area
— and whether extra fees, minimum visits, or service limits may apply.***

WHO PAYS FOR IT?

AHS publicly funded care

- ✓ Public funding may cover assessed, approved home care services.
- ✓ For approved services and hours, there is usually no direct cost to the client.

Self-managed care

- ✓ Also publicly funded after assessment and approval.
- ✓ Funding may be managed by the client or legal representative.
- ✓ You may hire, schedule, supervise, and carry employer-like responsibilities.

CDHCI — Client Directed Home Care Invoicing

- ✓ Publicly funded · client directed. AB Blue Cross pays the approved provider up to the authorized amount.

Important limits:

- ✓ Charges above the approved rate may fall to the family · stat-holiday, overtime, mileage, travel, fees, supplies & equipment may not be covered · some providers set minimum visit times.

Private pay

- ✓ You pay the full cost yourself. You choose the provider and schedule — but the cost is yours.
- ✓ **Before paying privately, ask for an AHS assessment — you may qualify for publicly funded support.**

CARE ARRANGEMENTS IN ALBERTA

Every family's care situation is different.

1

**AHS-
Contracted
Care**

Publicly funded

2

CDHCI

Publicly funded · you
choose the provider

3

**Self-Managed
Care**

More control · more
responsibility

4

Private Pay

You pay the full cost

5

**Community &
Family Care**

Family & community

*The goal is to understand where your family is now
— and what questions to ask next.*

AHS-Contracted Care aka Type 2

How it works

- ✓ AHS assesses your loved one's needs.
- ✓ AHS arranges care through a contracted agency.
- ✓ The agency sends a caregiver to your home.
- ✓ **For approved services and hours, there is usually no direct cost to the client.**

In practice

- ✓ The available caregiver is usually the one who comes.
- ✓ Express preferences — language, gender, cultural needs — and ask that they be documented (they may not always be met).
- ✓ Visit timing is usually a window — morning, afternoon, or evening — not a specific time.
- ✓ Agencies may not share caregiver profiles.
- ✓ If the fit isn't working, ask how to request a change — or how to document and escalate.

Ask. Document. Follow up.

Client Directed Home Care Invoicing — CDHCI aka Type 3

What you gain

- ✓ AHS still assesses and determines approved services & hours.
- ✓ You choose a provider approved for CDHCI billing; AB Blue Cross handles direct billing.
- ✓ **More provider choice · you arrange the schedule directly · more opportunity for consistency.**

Key limits to ask about

- ✓ Minimum visit or call-out times
- ✓ Charges above the approved rate · stat-holiday charges or overtime
- ✓ Mileage, travel time, cancellation fees, supplies, or equipment
- ✓ Whether the provider can meet short-visit needs
- ✓ *You choose the provider — not usually a specific worker.*

Always ask what a provider charges above the Alberta Blue Cross rate before you choose.

Self-Managed Care aka Type 3

How it works

- ✓ AHS still assesses and determines approved services & hours.
- ✓ After approval, funding may be managed by the client or legal representative.
- ✓ You hire, schedule, supervise, and manage backup.
- ✓ **May allow hiring someone your family already knows and trusts.**

Serious responsibilities may include

- ✓ Payroll · CRA requirements
- ✓ WCB · Employment Standards
- ✓ Supervision
- ✓ Coverage when the caregiver is sick or unavailable
- ✓ **Ask: “Am I eligible for Self-Managed Care? What would it involve for my situation?”**

More control comes with employer-like responsibility — go in with eyes open.

Private Pay

How it works

- ✓ No AHS assessment required. You choose the provider and pay the full cost.

Hire through:

- ✓ An agency — usually manages staffing, payroll, supervision, and coverage.
- ✓ An independent caregiver — you may take on employer-like responsibilities, depending on the relationship.

Ask before hiring privately

- ✓ Are they an agency, employee, or independent contractor?
- ✓ Who handles CPP, EI, tax, WCB, vacation pay, and records?
- ✓ Who provides backup if the caregiver is sick?
- ✓ What happens if care needs change?
- ✓ *In Alberta, domestic-employee rules may apply to privately hired in-home caregivers.*

***Private pay should be a deliberate, informed choice.
Before paying privately, ask for an AHS assessment.***

Community & Family Care

What it is

Care by family, friends, community volunteers, and faith communities. Unpaid. Informal. Often underestimated — and often the most consistent care a person receives.

Faisa visiting her sister every other week · Mona's family managing their mother's care · Suzanne providing the remaining care herself.

Burnout is not a personal failure

When family and community carry all of it alone, the caregiver can burn out before the family knows where to ask for help. It is simply what happens when someone carries too much without enough support.

Carrying this alone? Call 811 and ask for an assessment — the first step in. You do not have to keep carrying this alone.

WHY FAMILIES DON'T HEAR ABOUT THIS

The system often responds to the question being asked — so knowing what to ask matters.

Why it happens

Professionals are busy. Families are overwhelmed. Language and unfamiliar systems make everything harder.

For immigrant & refugee families, barriers can multiply:

Language · Culture · Forms · Phone calls · Not knowing which door to knock on

In our community

- ✓ We often carry quietly.
- ✓ We do not want to burden anyone, or to seem ungrateful.
- ✓ We assume asking means complaining.
- ✓ **It does not — asking is how families learn what may be possible.**

Asking clear questions helps families learn what options, programs, standards, and supports may apply.

WHAT EARLIER KNOWLEDGE MAKES POSSIBLE

Not what the gap cost — what changes when you know before the crisis.

Preparation instead of panic · questions instead of silence · options instead of assumptions.

When you know earlier

- ✓ Ask about Cvida before discharge becomes urgent
- ✓ Ask about AADL before paying out of pocket for covered supplies
- ✓ Request a reassessment before the family reaches burnout
- ✓ Ask about CDHCI before accepting an arrangement that may not fit
- ✓ Have the right questions ready before the conversation begins
- ✓ Meet your loved one at the door — more prepared

اعْقِلْهَا وَتَوَكَّلْ

Tie it — then put your trust in Allah.

— Prophet Muhammad ﷺ · Tirmidhi

Tawakkul is not passivity. It is preparation — and then trust. Seeking this knowledge is part of tying the camel.

***You started this session not knowing what you did not know.
Now you have clearer questions in your hands.***

THREE QUESTIONS YOU CAN ASK TODAY

1 If care hasn't started — call 811

“My family member needs support at home. I would like to ask how to arrange a home care assessment.”

A doctor's referral is not always required to start asking. You can call yourself, or ask someone you trust to help.

2 If care is already in place

“Can we review whether other programs or care options may apply to our situation — such as AADL, nutrition product funding, or CDHCI?”

Name the programs so they can be discussed.

3 If current care is not working

“Our care arrangement is not meeting our loved one's needs. How do I request a reassessment, and what options can we discuss?”

A reassessment can be requested when needs change. Approved services or hours may change after review.

Photograph this slide — these three questions are also on the resource page at [KnowingYourRights.ca](https://www.knowingyourrights.ca). Scan the QR code at the end of this session.

YOUR RESOURCES

Take this knowledge home.

1

RESOURCE

**How to Request a Home Care
Assessment in Alberta**

2

RESOURCE

**What Families Can Ask For Within the
Care Relationship**

Available at [KnowingYourRights.ca](https://knowingyourrights.ca) • Scan the QR code at the end of this session.

HOW TO REQUEST A HOME CARE ASSESSMENT

Call 811

Health Link · available 24 hours a day, 7 days a week

What to say:

“I would like to ask how to arrange a home care assessment for myself / my family member.”

Who can call

You — the person who needs care · a family member helping you · a trusted friend or community member.

A doctor’s referral is not always required to start asking.

After the call

811 directs you to the home care contact for your zone, who can arrange the assessment or next step.

The assessment helps determine whether home care is needed and what support may be required.

HOW TO REQUEST A HOME CARE ASSESSMENT

Have ready

- ✓ Alberta Health Care card
- ✓ List of medications
- ✓ Family doctor's name & number
- ✓ A written description of daily challenges

During the assessment, ask about

- ✓ Participating in developing and reviewing the care plan
- ✓ Inviting a family member, advocate, or trusted person
- ✓ How to access the care plan
- ✓ Language or interpretation support, if needed
- ✓ How to request a review if the outcome doesn't match reality

***Describe the hardest day — not the best day.
If you say “we are managing,” the need may not be fully understood.***

WHAT FAMILIES CAN ASK FOR

Within the care relationship.

About your caregiver

- ✓ A consistent caregiver, where possible
- ✓ A caregiver who speaks your language, where available
- ✓ A female caregiver for personal care of a female client, where possible
- ✓ How to request a change if the fit isn't working
- ✓ *Ask for preferences to be documented — easier to follow up.*

About your care plan

- ✓ *In AHS-provided or contracted care, CCHSS includes care-planning. You can ask about:*
- ✓ Participating in developing & reviewing the plan
- ✓ Inviting a family member, advocate, or trusted person
- ✓ Accessing the care plan on request
- ✓ Reviewing the plan when needs change
- ✓ Including spiritual health care needs & goals

About your programs

- ✓ AADL assessment for equipment & supplies
- ✓ Nutrition product funding
- ✓ CDHCI as an option — ask about limitations
- ✓ Reassessment when care needs change
- ✓ *Name the programs so they can be discussed.*

WHAT FAMILIES CAN ASK FOR

Faith, dignity & personal-care needs.

وَقُلْ لِلْمُؤْمِنَاتِ يَغْضُضْنَ مِنْ أَبْصَارِهِنَّ وَيَحْفَظْنَ فُرُوجَهُنَّ

And tell the believing women to lower their gaze and guard their modesty... — Surah An-Nur 24:31

Faith-aware needs you can ask to document

- ✓ A female caregiver for personal care, where possible
- ✓ Privacy and modesty during bathing and personal care
- ✓ Head covering and appropriate draping
- ✓ Prayer time, halal food, language & cultural comfort, where relevant
- ✓ *In AHS-provided/contracted care, ask that spiritual needs & goals be in the care plan.*

If needs aren't respected

- ✓ First, ask for the need to be documented in the care plan.
- ✓ To raise a concern, use the steps on the next slide (a general starting pathway — others may apply).
- ✓ **If it involves discrimination on a protected ground — religion, gender, or disability — human rights protections may also apply.**

IF SOMETHING IS NOT RIGHT

How to raise a concern — you don't have to wait, or look it up later.

1 · Start with your provider

Raise the concern with your home care provider or agency first.

In AHS-provided or contracted care, the provider must have a concerns policy, give it to you, and provide written information about outside complaint processes.

You can ask for both.

2 · If it's not resolved — contact Alberta Health

INFORMATION & REPORTING LINE

1-888-357-9339

Press 1 — Abuse of an adult receiving publicly funded care

Press 2 — A co-decision-maker, guardian, or trustee

Press 3 — Publicly funded home & community care

***Keep simple notes — dates, names, what was said, what you asked for.
Ask. Document. Follow up.***

STANDING FIRM IN JUSTICE

يَا أَيُّهَا الَّذِينَ آمَنُوا كُونُوا قَوَّامِينَ بِالْقِسْطِ شُهَدَاءَ لِلَّهِ وَلَوْ عَلَىٰ أَنْفُسِكُمْ أَوِ الْوَالِدِينَ
وَالْأَقْرَبِينَ ۚ إِن يَكُنْ غَنِيًّا أَوْ فَقِيرًا فَاللَّهُ أَوْلَىٰ بِهِمَا ۖ فَلَا تَتَّبِعُوا الْهَوَىٰ أَنْ تَعْدِلُوا ۚ
وَإِنْ تَلُؤُوا أَوْ تُعْرِضُوا فَإِنَّ اللَّهَ كَانَ بِمَا تَعْمَلُونَ خَبِيرًا

O you who have believed, be persistently standing firm in justice, witnesses for Allah, even if it be against yourselves or parents and relatives. Whether one is rich or poor, Allah is more worthy of both. So follow not personal inclination, lest you not be just. And if you distort your testimony or refuse to give it — then indeed Allah is ever, with what you do, Acquainted.

— Surah An-Nisa 4:135

Allah commands us to stand firm in justice and to bear witness for His sake — even when it is hard, and even when it touches those closest to us. Raising a concern about a loved one's care, honestly and fairly, is part of that. We are not complaining; we are standing for what is right — for the person we love, and for the one who cares for them. In shaa Allah.

YOUR RESOURCES — SCAN NOW

KnowingYourRights.ca/Episode1



Scan to access:

- ✓ How to Request a Home Care Assessment
- ✓ What Families Can Ask For
- ✓ Three Questions You Can Use Today
- ✓ Full Bibliography
- ✓ Presentation materials, as available
- ✓ Shareable graphics, as available

Share this with one person who may need it.

NEXT SESSION

Episode 2 — When Home Care Is Not Working



Your guide: Mona Abuzaher

What to document, who to call, and how to ask for review or escalation.

We will discuss

- ✓ Missed or rushed visits
- ✓ Caregiver consistency concerns
- ✓ Language, faith, privacy, and dignity needs
- ✓ Care plans that do not match reality
- ✓ When CCHSS may apply
- ✓ When human rights concerns may be relevant
- ✓ Where to turn next

Date: TBA • Venue: TBA • [KnowingYourRights.ca](https://www.knowingyourrights.ca)

OUR SOURCES

Reviewed against publicly available Alberta legislation, standards, and program documents. Not every source applies to every arrangement.

Alberta legislation & standards

Continuing Care Act, SA 2022, c C-26.7
Continuing Care Regulation, Alta Reg 21/2024
Continuing Care (Ministerial) Regulation, Alta Reg 44/2024
Continuing Care Health Service Standards, Alberta Health, April 2024
Alberta Employment Standards Code, RSA 2000, c E-9
Alberta Occupational Health and Safety Act, SA 2020, c O-2.2

Programs & guidance

Assisted Living Alberta — provincial agency (home & continuing care, assisted living)
Assisted Living and Social Services (Alberta) — refocused continuing care system
Assisted Living Alberta Portal — find care options & resources
Health Link 811 — provincial access line for home care
Alberta Aids to Daily Living (AADL) Program Manual, July 2025
AHS Nutrition Services — Funding Options, Aug. 2025
AB Blue Cross — CDHCI Program / Provider Guide
Assisted Living Alberta — Self-Managed Care Program
Government of Alberta — Domestic Employees
CRA — Employment status: Employee or self-employed
CRA — T4001 Employers' Guide: Payroll Deductions & Remittances

Episode 2 sources to be reviewed: Alberta Human Rights Act · CCHSS concerns-resolution pathways · AHS Patient Relations / complaint pathways · Alberta OHS worker-safety provisions

OPEN FLOOR — YOUR QUESTIONS

Asking is not complaining — it is how families learn.

Questions we parked

We'll begin with the questions we noted together during today's session — nothing gets lost.

Ask anything

No question is too small. If you'd rather not speak, write it on a card and we'll answer it for you.

For Episode 2

Have a question we didn't reach today? Send it to us anytime at KnowingYourRights.ca.

KnowingYourRights.ca · YouTube: @KnowingYourRights

سُبْحَانَكَ اللَّهُمَّ وَبِحَمْدِكَ ۝ أَشْهَدُ أَنْ لَا إِلَهَ إِلَّا أَنْتَ ۝ أَسْتَغْفِرُكَ وَأَتُوبُ إِلَيْكَ

Subhanakallahumma wa bihamdika · Ash-hadu an la ilaha illa anta · Astaghfiruka wa atubu ilaik

Glory be to You, O Allah, and with Your praise. I bear witness that there is no god but You. I seek Your forgiveness and I repent to You.

Kaffarat al-Majlis — Expiation of the Gathering · Authenticated by Imam al-Tirmidhi

جَزَاكُمُ اللَّهُ خَيْرًا

Jazakum Allahu Khayran