

Who to Call — By Care Arrangement

Start with the right contact for your arrangement, then escalate if follow-up is not happening. Most concerns are solved at the first step.

AHS-provided or contracted Type 1 / 2

- Scheduling, missed visits, or caregiver fit — start with the agency supervisor.
- Assessed needs, care-plan mismatch, or health changes — contact your current case manager or the access contact you were given (Health Link 811 if you do not have one).
- If follow-up is not happening — AHS Patient Relations can receive concerns and explain the process.
- Unresolved home & community care concerns — after first contacting the provider or manager, contact Alberta Health through Alberta.ca — Contact continuing care (the Continuing Care Licensing Office), which monitors home and community care providers.

CDHCI & Self-Managed Care Type 3

- CDHCI — ask the provider how concerns are documented, handled, and escalated, and about rates, minimum-visit rules, or scheduling that affect the approved care.
- Self-Managed Care — review your agreement and program contact; for employer questions, get employment, payroll, tax, or worker-coverage advice from the appropriate source.

Private pay

- Start with your written service agreement and contact the provider in writing.
- Serious safety or abuse — call 911 for immediate danger; Protection for Persons in Care may apply when a covered provider serves the adult.
- Discrimination — check whether it connects to Alberta Human Rights grounds and a protected area.

Family or community care

- If the person needs help to live safely at home, ask Health Link 811 about an assessment.
- Caregiver burnout is information the assessor needs — it is fine to say so plainly.

Key numbers

- **911** — immediate danger or medical emergency.
- **Health Link 811** — assessment, health advice, continuing-care access.
- **Alberta Abuse Helpline — 1-855-443-5722** — suspected abuse or neglect that is not an emergency.
- **Alberta Health (continuing care) — 1-888-357-9339, option 3** — unresolved home & community care complaint, after contacting the provider or manager.

The Continuing Care Health Service Standards apply clearly to **Type 1 and Type 2**. Type 3 providers (CDHCI and Self-Managed Care) are not currently required to follow them — but you can still ask how concerns, incidents, and care-plan issues are documented, handled, and escalated.

Please note: Home care providers in Alberta are **not licensed**. Alberta Health **monitors** home and community care providers and receives complaints after you have first contacted the provider. General information, not legal advice.

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