

What type of home care does your family have?

A plain-language guide for seniors, families, and caregivers in Alberta

Under Alberta's **Continuing Care Act**, publicly funded home care is organized into three types. The type matters because your rights, care standards, and complaint pathways can be different depending on which type your family is in — and many families do not know which type they have.

This guide helps you identify your type, understand what it means, and know what questions to ask.

The Three Types of Publicly Funded Home Care

Type 1 AHS-Provided

Who delivers the care: Alberta Health Services (AHS) employs the worker directly.

Typically used for: Case management, nursing visits, physiotherapy, and other professional health services.

Care standards (CCHSS): ✓ The Continuing Care Health Service Standards (CCHSS) apply.

Type 2 AHS-Contracted

Who delivers the care: AHS pays a private home care agency to deliver care on its behalf. The worker is employed by the agency — not AHS.

Typically used for: Personal care (bathing, dressing, toileting), home support (meals, housekeeping), and caregiver respite.

Care standards (CCHSS): ✓ The Continuing Care Health Service Standards (CCHSS) apply.

Type 3 Client-Directed

Who delivers the care: You choose your own provider. This includes CDHCI (Client Directed Home Care Invoicing) and Self-Managed Care.

Typically used for: Personal care and home support for clients with stable, ongoing needs who want more choice in their provider.

Care standards (CCHSS): ✗ The CCHSS does not apply to Type 3. Ask your provider or case manager how care plans and concerns are handled.

How do I find out which type my family has?

Ask your AHS case manager or care coordinator directly. You can say:

“What type of home care are we receiving — Type 1, Type 2, or Type 3?”

“Is our care provider contracted by AHS, or are we in a client-directed program?”

You can also look for clues:

- If the worker's name tag or uniform says AHS — you are likely in Type 1.
- If the worker comes from a named agency (a company other than AHS) — you are likely in Type 2.
- If your family chose the provider from an approved list, or if your family manages hiring directly — you are likely in Type 3.

Why does the type matter?

The **Continuing Care Health Service Standards (CCHSS)** are the main Alberta care quality standards for home care. They include requirements for care planning, person-centred care, participation in care decisions, reassessment, spiritual and cultural needs, and concerns resolution.

The CCHSS apply to **Type 1 and Type 2** only. If you are in Type 3, the CCHSS do not apply in the same way — which means you have fewer regulated protections through that framework, and you may need to ask your provider directly how care plans, concerns, and documentation are handled.

Alberta Health can still investigate safety and wellbeing concerns for all types. And the **Protection for Persons in Care Act** applies to all publicly funded care arrangements.

What about Private Pay or Family Care?

Private Pay: You arrange and pay for care yourself. The Continuing Care Act and CCHSS do not apply. Employment Standards and privacy laws may apply depending on how the worker is hired. There is no provincial oversight of care quality.

Family & Community Care: Unpaid care by family or friends. No employment or care standards apply, though the Adult Guardianship and Trusteeship Act and Protection for Persons in Care Act may be relevant in some circumstances.

Questions to ask your case manager or provider

- What type of home care are we receiving — Type 1, Type 2, or Type 3?
- Do the Continuing Care Health Service Standards apply to our care?
- How do I access or review my care plan?
- Who do I contact if I have a concern about the care being provided?
- If my parent's needs change, how do I ask for a reassessment?
- Is there a written agreement I can read that explains what is included?

Knowing Your Rights — Free, plain-language home care education for Muslim seniors and families in Edmonton

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