

The Road To Healthy Living Radio Broadcast Program, Diversity Liaison Team of Primary Care Alberta (Diversity, Mandarin, and Cantonese)

- ✓ **Project: Tentative pre-recorded interview in Mandarin with the host at Fairchild Radio, FM 947**
 - ✓ **Total airtime: 20 minutes however only given 10 minutes to present information.**
 - ✓ **Pre-recording date: 2026 May 26 & 27**
 - ✓ **Broadcasting month: 2026 June and July**
 - ✓ **Suggested topic:**
 - June - Learning about Palliative and End-of-Life Care**
 - July - Home Care Services: Keeping You Well and Independent**
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July 2026-Home Care Services: Keeping You Well and Independent

What is home care?

Home care is a service to help you or your loved one remain safe and independent as long as possible. Home care includes professional and personal care services.

Who is eligible for home care?

Anyone living in Alberta with a valid healthcare card can receive home care services as long as their needs can be safely met at home.

Home care case managers

Home care case managers use standardized assessment tools to identify your needs and to link you and your loved ones with the most appropriate medical supplies or assistive equipment and technology.

Professional health services include:

- prevention, screening and intake;
- assessment of health status and/or medical conditions;
- performing treatment and procedures;

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- rehabilitation to maximize function;
- medication administration;
- palliative or end-of-life care;
- teaching and supervising self-care;
- teaching care and procedures to family members and other caregivers; and
- teaching and supervising home support service providers
- providing individual care and performing assigned activities.

Personal care services include:

- personal hygiene (bathing and grooming);
- dressing;
- toileting and incontinence management;
- mobilization and transferring;
- assisting with dining, oral care; and with medications.

Some home care clients may require and receive home and community support services including services directed toward meeting therapeutic recreation and social needs and support with activities to live independently in the community.

Some home care clients may require and receive caregiver support and respite services to help the people who support them to stay well as they carry out care tasks. These services may include information and help to access services, education, skills training and respite care.

How is my need for home care services determined?

Your care needs will be assessed by a case manager with your help. Together with your caregivers, you and your case manager will create a plan of care just for you.

Who provides my care?

Your case manager has the support of a team of local healthcare professionals to assist in your care. Depending on your needs, the healthcare team may include your family physician, nurses, physiotherapists, pharmacists, healthcare aides, and others.

Where are home care services delivered?

Services may be provided in your home or in a clinic setting. Flexibility exists to deliver services in a variety of other settings.

Home Care Services

You can request home care services by calling the appropriate number below.

North:

1-855-371-4122

Edmonton:

1-780-496-1300

Central:

1-855-371-4122

Calgary:

1-403-943-1920 or 1-888-943-1920

South Zone:

1-866-388-6380

Family, friends, neighbours or health professionals can also call on your behalf.

For further information: call Health Link 811

New tools make accessing Health Link 811 more convenient

Non-urgent health advice and information is now easier to access with two new tools offered by Primary Care Alberta's Health Link 811.

Albertans can use the new *Health Information Chat* Monday to Friday from 8 a.m. to 4:15 p.m. to chat in real time with a health information nurse about a range of topics, including immunizations, healthcare insurance coverage or finding a family doctor.

Patients who want to talk to a registered nurse can also try the new *Nurse Callback* feature that eliminates the need to stay on hold. Callers will receive a call-back when it's their turn in the queue.

Health Information Chat and *Nurse Callback* are not intended for urgent or emergency patients. If a patient's concerns are urgent or emergent, they should call a different service (e.g., Poison Control Centre), visit an urgent care centre, call 911 or go to an emergency department.

To start using these new tools, patients can open the new **Contact Health Link** widget on the home page of primarycarealberta.ca.