

# Continuing Care Facility Directory FAQ

## Q What is the purpose of the Continuing Care Facility Directory (CCFD)?

- A
- The CCFD is a comprehensive online directory which showcases information for Albertans to help make the process of finding care and accommodation easier.
  - The CCFD was created in 2019 to comply with the *Long Term Care Information Act* which required information about publicly funded designated supportive living and long-term care to be publicly posted. The CCFD is being expanded to include all licensed supportive living spaces, some of which were not included in the 2019 implementation.

## Q What is new in the CCFD Expansion?

- A
- The CCFD has been updated to include “spaces accessed through site directly”:
    - Inclusion of seniors’ lodges and supportive living facilities to support a comprehensive “picture” of continuing care and accommodation services available in the province.
    - Provides similar information (e.g. amenities and services, accommodation charges, photos and contact information) with the exception of HQCA surveys and CCHSS audit data as this information is not applicable to these settings.
  - Language describing care and accommodation types has been updated to align with expected legislative changes. Types of spaces are described as:
    - **Spaces accessed through site directly** (seniors’ lodges and supportive living facilities), and
    - **Spaces accessed through an Alberta Health Services (AHS) Case Manager** (designated supportive living and long term care facilities).
  - Navigation upgrades have been made to improve user experience including: branding, filtering by level of care and amenities and searching by a specific site.

Search the Continuing Care Facility Directory at  
[Continuing Care | Alberta Health Services](https://www.ahs.ca/continuingcare)  
[www.ahs.ca/continuingcare](https://www.ahs.ca/continuingcare)

For more information  
[facility.directory@ahs.ca](mailto:facility.directory@ahs.ca)

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 **Seniors Health &  
Continuing Care**



**Q What are the advantages of using the expanded CCFD?**

- A**
- Enhanced navigation upgrades allow Albertans to filter search results and help individuals better understand the options available for care and accommodation.

**Q Are Operators required to post site information on the CCFD?**

- A**
- Participation is **required** for **Spaces accessed through an AHS Case Manager** (designated supportive living and long term care facilities).
  - Participation is **voluntary** for **Spaces accessed through site directly** (seniors' lodges and supportive living facilities).

**Q Are personal care homes and hospices included in this expansion?**

- A**
- They are not included in the expansion at this time.

**Q Who ensures information on the CCFD is kept up to date?**

- A**
- Facilities on the CCFD are responsible for ensuring their information is up-to-date and must notify AHS at [facility.directory@ahs.ca](mailto:facility.directory@ahs.ca) when changes to site information are required.

**Q Are AHS staff (e.g. Case Managers, Transition Coordinators) responsible for communicating the type of healthcare or other services available at seniors' lodges and supportive living facilities?**

- A**
- AHS has no accountability for these services and it is most appropriate to have sites answer questions directly. AHS staff may provide information to individuals to locate the CCFD so they can find care and accommodation options that meet their needs. Individuals are asked to confirm all information by contacting the site directly.