As the COVID-19 pandemic continues, there may times where home care and our home care providers are unable to provide all or some of your services. Our focus will be to ensure the continued delivery of essential services. This might mean reduced non-essential services.

**What does this mean to me?**

* Home care providers will ensure that essential care is delivered as scheduled or as required. Non-essential care will be delivered as we are able. This will minimize traffic in and out of your home to reduce the potential for transmission of COVID-19.

**What care might be delayed or cancelled?**

* Services are prioritized based on need. The goal is to ensure our clients have the services they need to stay home and out of the hospital. Services that are determined to be non-essential may be delayed or cancelled. Examples of possible non-essential services are homemaking and home exercise programs.

**What is a** [**backup plan**](https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-home-care-staff.pdf)**?**

* A backup plan is an alternative plan for your care that takes into consideration family or other supports you may have who could assist in providing care if required.
* In the event of a service disruption, it is helpful to know if you have family, friends, or other supports that can assist with care, how quickly they can assist, how often and for how long.

**How will I find out about changes?**

* If your care needs to be rescheduled or temporarily held, your home care provider and/or an AHS staff member will contact you to discuss your back-up plan and ensure essential care is provided.

**Will I see different care providers?**

* Home care providers will coordinate to ensure that someone is able to meet your essential care needs. Your regular caregiver may be unavailable and other staff may be needed to ensure that all clients receive their essential services. We are working to ensure the number of different caregivers is minimized to reduce the traffic inside a client’s home.

**If you have questions please contact your AHS case manager @\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**