

Oct. 3, 2023

Dear Home Care Clients and Families,

In June 2022, Alberta Health Services (AHS) issued a Request for Expression of Interest and Qualification (RFEIOIQ) for potential service providers to deliver home care services in the province. These proposals have been assessed and successful providers awarded contracts.

AHS has signed new long-term contracts for home care services with 10 contracted providers in some areas of the province. Most of the successful providers had existing contracts. The new contracts will ensure clients continue to receive the best quality care.

The contracted service provider who cares for you may change. If you are to be transitioned to a new service provider, your Case Manager will contact you to explain the transition process. Case Managers will work to minimize any disruptions to your care, but your care plan will not change.

Your care is our top priority and informs every decision we make. Thank you for your understanding. For more information on this process, please visit ahs.ca or the posted [FAQ](#).

AHS and Alberta Health continue to work together to improve continuing care options for all Albertans by expanding access to both facility-based care and home care. Home care is critical to the continuing care system as it allows clients to remain in their homes longer, closer to their loved ones. Home care also ensures that acute and facility-based care spaces remain available for those who require it.

For questions about your care, please contact your Case Manager. If you have any questions about the RFEIOIQ process, please reach out to continuingcare@ahs.ca.

Sincerely,

Robyn Maddox

Senior Program Director
Provincial Senior's Health and Continuing Care
Alberta Health Services