

Memorandum

Date: January 6, 2025

To: Physician Geriatricians (Calgary Zone)
Care of the Elderly Physicians (Calgary Zone)
Hospitalist Physicians (Calgary Zone)
Family Physicians (Calgary Zone)

From: Jennifer Salt, Director, Integrated Home Care (Calgary Zone)
Dr. Emily Kwan, Medical Director, Integrated Home Care (Calgary Zone)

RE: An Overview of: Home & Community Care Services, C3 and Seniors Home Based Primary Care

Home & Community Care Services - An Overview

Integrated Home Care provides a broad spectrum of services aimed at improving clients' quality of life. These services are designed to support individuals with acute, chronic, and palliative care needs while ensuring safe, personalized care and promoting independence in the comfort of one's own home.

Home & Community Care provides services based on assessed unmet needs. This means, services will only be provided if clients, family and/or informal caregivers are not able to perform care on their own.

Home & Community Care services are provided by Alberta Health Services (AHS), a contracted service provider and/or self-managed options dependent on the needs, community and preferences of the client and family.

Below is a list of common services. Services may differ depending on community.

Case Management

1. Professional case management services
2. Assessment for placement to a Continuing Care Home (formerly SL4, SL4D, LTC and Personal Care Homes)

Professional Services

3. Home Parenteral Therapy Program (HPTP)
4. Invasive device care: CVADs, chest tubes, PleurX drains, urinary catheters, surgical drains
5. Skin and Wound Care
 - Compression therapy
 - Sharp wound debridement
 - Negative pressure wound therapy

For more information, contact

ihc.calgaryzone@albertahealthservices.ca



6. Specialized skin and wound care including physician consultation is available at Sheldon M. Chumir Health Centre and Sunridge Medical Gallery. This includes:
 - Advanced therapies: electrical stimulation (E-Stim) and ultraviolet C (UVC) light
 - Specialized care for ulcers, fistulas, pressure injuries, surgical wounds, and trauma
 - Pressure redistribution surfaces
7. Medication Management
8. Palliative Care
 - Symptom and pain management
 - Paracentesis
9. AADL Assessment and Authorization
10. Allied Health Services for homebound clients
 - Physical Therapy
 - Occupational Therapy
 - Respiratory Therapy
 - Nutrition
 - Speech Language

Personal Support Services

11. Assistance with Activities of Daily Living (e.g., medication assistance, dressing, toileting)

Respite Care (Personal and Professional Supports)

12. Facility-based Respite (respite in a Continuing Care Home)
13. In-home Respite
14. Adult Day Programs (wellness, dementia and comprehensive)
 - Young Adults Day Program and culturally specific programming may be available

Carewest Comprehensive Care in Community (C3) Program

The Carewest Comprehensive Community (C3) Program supports medically complex seniors. The program operates from two Carewest sites: Beddington (North) and Sarcee (South) and provides a range of services to help seniors manage their health while continuing to live at home.

Key Services

- **Medical Care:** Physician access and 24/7 nursing support
- **Therapies:** Occupational, Physical, Respiratory, and Social Work
- **Pharmacy:** On-site medication management
- **Adult Day Program:** respite & personal support services

Eligibility

- **Age & Residency:** Seniors 65+ (under 65 case-by-case), eligible for Home Care Services in Alberta, and able to access C3 locations.
 - **Health:** Frequent monitoring needs, at risk of hospitalization and/or admission to a Continuing Care Home.
 - **Independence:** At risk of losing independence but committed to living at home.
 - **Caregiver Needs:** Additional support or caregiver burnout risk.
-

Seniors Home-Based Primary Care (SHBPC)

SHBPC provides primary care to complex, homebound clients who are medically frail or face barriers accessing traditional care. SHBPC physicians collaborate with Integrated Home Care Staff within the Calgary Zone to support clients to remain at home.

Key Services

- Collaborative care coordination
- Home visits (up to four weekly)
- Staff consultation and education
- 24/7 on-call physician support
- Multidisciplinary team participation
- Training opportunities for family and geriatric medicine residents

Eligibility

- **Age & Residency:** Seniors 65+ living in Calgary
 - **Condition:** Homebound and medically frail with complex care needs
 - **Note:** May or may not have an existing primary care provider.
-
-

Referral Process

Anyone can refer to Home & Community Care, by calling **811** or **403-943-1920**.

Physicians may refer by faxing the [Physician Referral](#) form to **403-943-1602**.

Thank you for your collaboration in providing high-quality care to seniors. Additional information about Home & Community Care is available at www.ahs.ca/homecare.