



The Essential Guide to Choosing the Right Home Care Provider in Edmonton

Define Your Care Needs

Begin by discussing your family's goals and the types of care needed. Are you seeking:

- Personal care (bathing, dressing, mobility support)?
- Medical care (medication management, chronic illness support)?
- Companionship (socialization, transportation, activities)?

Be specific; this will help you communicate clearly with agencies and ensure that services align with your priorities.



Check Provider Credentials and Training

Ask if the agency is authorized by [Alberta Health Services](#) and inquire about:

- Staff certifications.
- Background checks.
- Experience with specific conditions (e.g., dementia).

[Providers like Always Best Care](#) maintain rigorous hiring, background checks, and role-specific training standards.

Request References from Families Like Yours

It's perfectly appropriate to ask for testimonials or references, prioritizing those with similar needs or circumstances. Hearing real stories can give confidence in your decision.

Ask About Scheduling Flexibility and Backup Plans

Life can be unpredictable. Ask:

- How are unexpected absences handled?
- What is the process for adjusting care schedules?

[CDHCI](#) clients, for example, are encouraged to always have a backup plan for care coverage.



Ensure Transparent Pricing and Billing Practices

- Understand the difference between Alberta Health Services funding and out-of-pocket expenses.
- Confirm whether the agency directs bills or if you pay out-of-pocket and seek reimbursement.

Always Best Care is an approved direct bill provider with [Alberta Blue Cross](#) for approved clients.

Review Technology and Communication Options

Ask about tools that keep you connected to your loved one's care, such as:

- The "[Always in Touch](#)" system, dedicated to keeping families informed and engaged.
- Regular updates and care plan reviews.

These contribute to peace of mind and build trust between families and caregivers.



Meet Caregivers Before Starting

Request introductions with potential caregivers to ensure a personal match. A pre-care meeting builds comfort for your loved one and establishes familiarity for the whole family.

Understand Emergency Protocols

Ask:

- What happens if there's a medical emergency or a caregiver doesn't show up?
- How does the agency keep your loved one safe?

A reputable provider should outline clear, written protocols for urgent situations and regular emergencies.

Ask About Ongoing Quality Monitoring

Continuous improvement is key. Ask if there are:

- Regular quality reviews or visits.
- Opportunities for feedback.

Always Best Care routinely monitors and responds to family feedback to ensure high standards are maintained.



Confirm Alignment with Family Values and Preferences

Your family's values matter. Share your preferences around language, culture, pets, and routines to ensure the agency will honour them. Choose an agency like Always Best Care that listens and adapts to your family's unique needs.

Need Help?

Choosing the right path can feel overwhelming, but you're not alone. For clarity or step-by-step support through the AHS system, reach out to the team led by Owen Fregene at Always Best Care of Edmonton.

Contact us at:

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 <https://alwaysbestcarecanada.ca/edmonton/>

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