



8861 – 75<sup>th</sup> Street, Edmonton, AB T6C 4G8  
Telephone: 780.435.0699 • Fax 780.436.9785  
Website [www.ab-cca.ca](http://www.ab-cca.ca)

## **All Continuing Care Providers, Regardless of Site Ownership, Held to Same Accountability and Standards in Delivering Quality Care**

October 27, 2016

**EDMONTON** – The Alberta Continuing Care Association (ACCA) would like to respond to the misleading report issued by The Parkland Institute, “Losing Ground: Alberta’s Residential Elder Care Crisis”. The author, Mr. Campanella, rightly points out that there are issues that exist in our province’s Continuing Care industry, namely that the state of health care for Alberta’s seniors has long been a serious concern. However, the notion that private care providers are pocketing money away from direct person care is false and only further serves to confuse those seeking out information about our province’s continuing care providers.

Funding is based on assessed care needs arrived at by a provincially-set standardized tool that applies to all residents in facility-based care, regardless of ownership type. All care providers, whether public, private or voluntary, are held to the same standards and regulations. Given the increasingly complex needs of seniors and vulnerable adults in Alberta, the fact that “the majority of facilities have not shown any significant improvement or decline” when measuring the experience of family members of residents living in long-term care in our province since 2010 is testament to just how creative providers have had to be. This is according to the Health Quality Council of Alberta (HQCA) *Supportive Living Family Experience Survey Report* and the *Supportive Living Resident Experience Survey Report* which highlight the voices and experiences of residents and family members with the province’s continuing care system.

Like the results of these surveys, the results of the HQCA 2014/2015 *Long Term Care Family Experience Survey* also indicate that “in general, no one model type (Alberta Health Services, private or voluntary) was better or worse than the others across all key measures of family experience measured”. All care providers, whether public, private or voluntary, are held to the same standards and regulations. Mr. Campanella’s assertion that “for-profit long term care facilities provide an inferior level of care compared to publicly run facilities” is simply untrue.

Historically, more than 60% of Alberta’s continuing care has been provided by non-profit, faith-based and private care providers. Private care providers are often pillars of their communities, offering employees exceptional pay and benefits, and a comfortable home to thousands of seniors and persons requiring continuing care. They make significant investments into continuing care operations and offer operational efficiency and creativity that help lead to a sustainable industry.

The fact, however, is that all continuing care operators struggle against rising costs, from food to cleaning supplies. In Alberta, continuing care is funded 21% below the national average while acute care is funded 35% above the national average, according to the Canadian Institute of Health Information. Care providers have had to be innovative in combating these costs, doing a lot more with a lot less. The trend, however, is unsustainable.

Compounded by a swelling senior population with increasingly complex needs, modern approaches and solutions are needed to avoid the negative consequences of such things as fewer staff, which Mr. Campanella rightly addresses as a major concern, as well as aging infrastructure and dwindling access to resources. Now, more than ever, a sustainable vision is required with a better quality of life for all Albertans being the ultimate goal. This is the goal of all continuing care providers, whether they are public, profit, faith-based or not-for-profit. The conclusions of The Parkland Institute's report for our government to stop subsidizing private, for-profit delivery of care is misguided at best. Private care providers have been providing excellent home support and care to Albertans for decades and are crucial to a continuing care system in Alberta.

Albertans deserve to know the truth to ensure our seniors and vulnerable adults receive excellent care when and where they need it.

Tammy Leach, CEO

*ACCA represents a unique alliance of providers in Alberta's Continuing Care sector. Member organizations employ over 16,000 Albertans and care for more than 46,000 seniors and persons requiring continuing care. Our Members provide care and services for nearly 14,000 long term care (LTC) and designated supportive living (DSL) individuals and over 5.3 million hours of Home Care to Albertans. We champion for quality of care, quality of life and enhanced wellness for Albertans requiring continuing care. [www.ab-cca.ca](http://www.ab-cca.ca)*