

Memorandum

Date: September 9, 2024

To: All Contracted Home & Community Care and Continuing Care Home Operators; All AHS Operations and staff

From: Robyn Maddox, Senior Provincial Director, Provincial Seniors Health & Continuing Care

Bonnie Taylor, Executive Director, Direct Patient Care and General Services Contracting, Contracts, Supply, Procurement and Management

RE: Continuing Care Home Access and Waitlist Management Procedure - Update

Effective September 9, 2024, Provincial Seniors Health & Continuing Care has revised the Accessing a Designated Living Option policy suite. As part of the scheduled review, the policy suite has been amalgamated into a more concise and efficient procedure titled: [Continuing Care Home \(CCH\) Access and Waitlist Management Procedure](#), which includes new *Continuing Care Act* (Alberta) language. The remaining policy suite documents, including the Access to a Designated Living Option Policy, the Suspension Directive and the Designated Living Option Access and Waitlist Management Guide for Acute Care, have been rescinded.

The following resources should also be used to support coordinated access.

1. InSite > Teams > Seniors Health > Provincial Seniors Health > Under heading 'Coordinated Access' (AHS only)
2. Continuing Care Connection – use resource pathway as follows – Home > Resources > Practice Resources > Coordinated Access.
3. AHS external website [Continuing Care | Alberta Health Services](#) Under heading 'Coordinated Access'.

Please ensure to review webpage(s), resources and/or shared document storage to ensure any rescinded documents are removed from your resource lists and revised links are updated, as applicable.

Distribute this memo, as applicable.

For any further questions please contact continuingcare@ahs.ca