

WCB-Alberta

# Home Care

*You, the Agency,  
and the WCB-Alberta*

*The WCB will fund the provision of your care needs through a home care agency to reasonably maximize your independence. We are committed to promoting an environment of mutual trust and respect.*

Home care is a scarce resource. As such, it is very important we take the opportunity to ensure that the expectations of you, your care provider and the WCB are addressed in this pamphlet, as well as through regular discussions with your provider and our organization.

Should home care no longer be available to you because of an inability to meet these expectations, the WCB may no longer be able to facilitate agency-based care for you. This means you will need to hire alternative care to meet your needs. Any additional costs shall be your sole responsibility.

By promoting an environment of mutual trust and respect, the right conditions will exist to ensure the care you receive is of the highest quality to meet your needs.



# Home Care

*You, the Agency, and the  
Workers' Compensation  
Board-Alberta (WCB)*



## *You and your family are responsible for:*

- Actively participating in the development and implementation of your care plan.
- Treating caregivers with courtesy and respect. This includes not subjecting staff to any comments, gestures or behaviors that may be offensive, humiliate or discriminate.
- Providing a safe work environment for caregivers. This includes:
  1. A well-maintained home and sidewalk.
  2. Securing pets.
  3. Providing a smoke-free environment.
- Rescheduling or canceling care visits in a timely manner.
- Advising the agency of any problems or concerns with your care and actively working with them to resolve your concerns.
- Notifying the agency of changes in your care needs or hospitalization.
- Informing the agency if you have a guardian or trustee acting on your behalf.
- Notifying your Case Manager when concerns or problems have not been successfully resolved.

## *The Home Care Agency is responsible for:*

- Developing a care plan with you and the WCB that maximizes your independence, and takes into consideration your personal values, your assessed needs and the resources available within your community.
- Treating you and your family with courtesy and respect.
- Addressing and resolving conflict or problems in a timely manner.
- Documenting problems and resolution.
- Notifying the WCB in writing of any unresolved concerns or problems.
- Maintaining confidentiality.
- Providing a smoke-free environment for its staff.

## *The WCB is responsible for:*

- Facilitating the appropriate care based on the work-related injuries and the recommendations of your treatment team.
- Working with you, your family and the agency to help address any unresolved concerns or problems.
- Funding and facilitating your care with an agency. The WCB does not employ caregivers and does not directly provide care.
- Providing you with options when agency care is not available.



*If you have any further questions,  
please contact your Case Manager.*