

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

Intercare Corporate Group Inc.
501-5920 Macleod Trail SW
Calgary, AB
T2H 0K2
Tel: (403) 255-4969
Fax: (403) 252-6591
www.intercarealberta.com



Season's Greetings and Happy Holidays – December 2025

As we prepare for the festive season, we want to extend heartfelt appreciation and warmest wishes to each of you – our valued residents, patients, family members and staff. This is a time of year to reflect on the moments we have shared and to look forward to the joy, prosperity and hope that a New Year brings.

To Our Residents and Patients: We embrace the holiday season as a time to celebrate the joy of togetherness and to reflect on the cherished memories we have shared. Your strength and resilience make our community truly special. It is an honour for all of us to walk alongside you, offering care, companionship and support to help you live your best possible lives each and every day.

To Our Families: We wish to extend our heartfelt gratitude to all of you. Your love, support and trust are at the heart of our caring community and it has been an honour to care for your loved ones throughout the past year. The holidays remind us of the importance of family and the joy found in moments of connection.

To Our Dedicated Staff: Your dedication, compassion and commitment to our residents, patients and their families represents the foundation of our organizational culture and our Philosophy of Care and Service. Every day you bring a commitment to Servant Leadership by offering comfort, dignity and joy to all those we are privileged to serve. This season is a time to reflect on the impact you all make together and to celebrate the strength of our shared Core Values of Respect, Compassion, Commitment, Ethics and Service.

In closing, we wish to thank you all for choosing to be an essential part of the Intercare family. May this holiday season bring you much peace, joy and happiness!

Warmest regards,

Ian Woodcock, BSc, MHSA, CHE
Executive Vice President and Chief Operating Officer

On behalf of:
Intercare's Senior Leadership Team



Assisted Living Alberta

Assisted Living Alberta (ALA) is Alberta's new provincial assisted living agency established as a key pillar of the overall refocusing of Alberta's health care system.

On September 1, 2025, the following areas transferred from Alberta Health Services (AHS) to Assisted Living Alberta (ALA), marking the official start of ALA's operations as an organization in the province:

- ◆ Home and Community Care, which includes case management and clinical care teams
- ◆ Continuing Care Homes, including Type A (formerly Long Term Care), Type B (formerly Designated Supportive Living), and Type C (Hospice) facilities and services
- ◆ Transition Services
- ◆ Continuing Care Placement offices and Continuing Care Access centers
- ◆ Case management functions within Continuing Care Homes and for Home and Community Care clients who receive Home and Community Care services
- ◆ Community Palliative and End of Life consult and specialty teams
- ◆ Existing continuing care specific programs and services that support wellness and community-based services such as geriatric programming, wound care, volunteer services, spiritual care and recreation.



**Assisted Living
Alberta**

Intercare Accreditation 2026

What is accreditation?

Accreditation is a continuous quality improvement process that provides official recognition and endorsement that an organization meets, or exceeds, pre-defined national standards of excellence. Pre-defined standards are the foundation of any accreditation program. During the accreditation process, an accrediting body conducts on-site assessments at which time Accreditation surveyors review the organization's policies and observe care and services provision.

Why is accreditation important?

Organizations that are accredited have officially:

- ◆ Met rigorous, pre-defined accreditation standards through an external evaluation process; and
- ◆ Demonstrated their commitment to quality, safety, efficiency, effectiveness and management of risk to the 'accrediting body'.

Who is involved in the accreditation process?

- ◆ Frontline staff; management and senior leadership
- ◆ Residents and their families (during the onsite accreditation assessment and evaluation process)
- ◆ **Accreditation Canada** (the 'accrediting body')

When is Intercare's next accreditation scheduled to take place?

Intecare's next routine accreditation is scheduled to place from **April 20 - 23, 2026** with **Accreditation Canada**. Preparations for Intecare's upcoming on-site Accreditation assessment and evaluation process are currently underway.

Is accreditation required yearly, or is it valid for longer periods of time?

Generally, accrediting bodies award 'accredited' status for a period of three (3) to four (4) years. The award time frame depends on the accreditation cycle established by the 'accrediting body'.

Is accreditation required to be reported annually to the provincial government?

Intecare is required (as part of its annual contractual reporting to government) to provide an update on the status of its accreditation standing.

What sites and program service areas are required to be accredited?

All of four (4) of Intecare's Care Homes, including program areas, are required to be accredited.

Intecare's last accreditation assessment and evaluation process took place in **April 2022** at which time Intecare was awarded a four (4) year "**Accredited with Exemplary Standing**" decision by **Accreditation Canada**. This achievement represented Intecare's third (3rd) successive "Accredited with Exemplary Standing" award decision from Accreditation Canada since 2013.

An "**Accredited with Exemplary Standing**" award represents the highest level of performance excellence that is awarded to organizations by **Accreditation Canada**.

