



**ACCREDITATION
CANADA**

What is accreditation?

Accreditation is a continuous quality improvement process that provides official recognition and endorsement that organizations (including Intercare) meet, or exceed, pre-defined national standards of excellence. Standards are the foundation of any accreditation program.

Why is accreditation important?

Accreditation is important because it provides an independent, evidence-based and ongoing evaluation of health services, ensuring the services meet national quality and safety standards. Accreditation also serves to improve patient safety, optimize service delivery and foster a culture of continuous improvement.

Who is involved in Intercare's accreditation process?

- Frontline staff; management and senior leadership;
- Residents and their families;
- Community Partners; and
- **Accreditation Canada:**
 - ✚ **Accreditation Canada** is the accrediting body that conducts on-site assessments at Intercare's sites during which time surveyors review organizational operations, policies and observe care and services provision.

Is accreditation required yearly or is it valid for a longer period?

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

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

Intercare is required (as part of its annual contractual reporting to the Government of Alberta), to provide Alberta Health (AH) and Assisted Living Alberta (ALA) with confirmation of its accreditation status on an annual basis.

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

All Intercare sites and program services are required to be accredited:

- Continuing Care Home **Type A** (formerly referred to as 'Long Term Care')
 - ✚ Brentwood, Chinook and Southwood Care Centres
 - ✚ Behavioral Support, Complex Dementia and Palliser (Acquired Brain Injury) units
- Continuing Care Home **Type B** (formerly referred to as 'Designated Supportive Living')
 - ✚ Kingsland Terrace
- Continuing Care Home **Type C** (Hospice)
 - ✚ Chinook and Southwood Hospices

When was Intercare's last accreditation?

Intercare's last accreditation on-site accreditation survey assessment and evaluation process took place in **April 2026** at which time it was awarded a four (4) year "**Accredited with Exemplary Standing**" decision by **Accreditation Canada**.

- An "**Accredited with Exemplary Standing**" award represents the highest level of performance excellence that is awarded to organizations by Accreditation Canada.
- The "**Accredited with Exemplary Standing**" award decision from Accreditation Canada achievement represented Intercare's fourth (4th) such successive achievement since 2013.

When is Intercare's next accreditation?

Intercare participates in a four (4) year accreditation cycle with **Accreditation Canada**. As such, Intecare's next on-site accreditation survey assessment will take place in **April 2030**.