

2026 Alberta Home & Community Care Client Experience Survey

This is your opportunity to share what's working, what needs improvement, and what truly makes a difference in your care.

About the survey

- It takes about 30 minutes.
- It's completely confidential and voluntary.
- You only need to answer questions you are comfortable with.

Your care and services will not be affected in any way if you choose to participate, or not.

Why are you receiving this survey?



Since January 2026 you have received home and community care services, either regularly, for a short period, or only once.



Delivered in your home, at a community clinic, or through a program such as adult day services.



Care might have been provided by a nurse, healthcare aide, social worker, occupational therapist, physiotherapist, or others.

Some examples:

- wound care
- physiotherapy
- help with daily activities (e.g., dressing, eating, bathing)
- help with medications or getting medical supplies, equipment, or technology

Why does this survey matter?

Your feedback helps us identify where home and community care services can be improved so we can help more people stay independent and supported at home.



Who is Health Quality Alberta?

We engage with Albertans on their experiences and perspectives. We work with our health system partners who can take action on our findings and improve the experiences, outcomes, and value for patients and families.

Health Quality Alberta leads this survey with partners involved in home and community care, including Assisted Living Alberta and the Ministry of Assisted Living and Social Services.

Viewing results



All survey responses are combined and reported online. No individual answers are shared.

This survey builds on feedback from previous surveys, including the 2024 Home Care Client Experience Survey (view past results at: homecare.hqa.ca).

Have questions or need help?



Contact us or Prairie Research Associates (PRA), who is conducting the survey on behalf of Health Quality Alberta.

- Toll-free: 1.888.877.6744
- Email: HQAsurvey@pra.ca
- www.hqa.ca

Ways to complete the survey

Option 1: Online with the survey link and access code mailed to you.

Option 2: Fill out the paper copy and return it using the pre-paid envelope.

Option 3: Call toll-free 1.888.877.6744

We want to make it easy for you to take part in this survey. If we don't hear from you, we'll send you a friendly reminder.



Note for family members: If you received this survey for someone who has passed away, we apologize and please accept our sincere condolences. Feel free to disregard this survey and any future reminders. If you would like to be removed from future reminders, please email us at HQAsurvey@pra.ca.