

# Making the Right Home Care Choice

**Classic LifeCare** has almost 50 years of experience providing quality, safe, client-centred home care. In our experience, we find some people shopping for home care are uncertain where to start or how to choose the best agency for their needs. The following questions will help guide your decisions and, hopefully, the answers will lead you back to Classic!



**Q:**

Are you accredited by Accreditation Canada?

**A:** This is a really important question because most home care agencies in Canada are not regulated. Accreditation Canada is an internationally recognized accreditation body with health care expertise ensuring agencies, hospital, and all sorts of health care providers are following best practices and providing safe client-centred care. Classic LifeCare meets and exceeds these standards and has been accredited since 2014.

**Q:**

How long have you been providing home care services and where?

**A:** Classic started as a family based home care agency in Vancouver in 1974. We have grown to four non-franchised locations: Vancouver, Comox, Prince George and Calgary.

**Q:**

Will a licensed nurse visit my home, listen to my care needs and work with me or my substitute decision maker to create a goal-specific careplan?

**A:** We have a specialized team, including licensed nurses, for assessments, delivering services and connecting clients with community resources. Our nurses and client-centred care plans guide our Health Care Workers to provide clients with the best possible care.





Are your Health Care Workers bonded and insured and what qualifications and training do they have?

**A:** All Classic LifeCare employees are bonded and insured. We pride ourselves on our culture, a detailed orientation and a tailor-made Classic LifeCare education program with a number of health care related courses for our employees. We hire people who fit into the culture of family values we have built over the years.



Is there a minimum number of hours per visit and how soon can you start?

**A:** The minimum number of hours per visit is 2. We tailor care to the needs of our clients and try to be as flexible as possible. Service starts as soon as we find the best possible Health Care Worker match for each client.



If I have a concern about my care or Health Care Worker what do I do?

**A:** It's simple. Call the office any time. We love to talk to our clients and their families and will do everything we can to make sure you are satisfied with our services.

