



# A PROVEN APPROACH FOR PEDIATRIC HEALTH CARE IN ALBERTA SCHOOLS & HOMES

July 2025



CELEBRATING  
**50+**  
years

Since 1974

**Classic LifeCare™**

homecare for all generations





## PROVEN SUCCESS

**Classic LifeCare** is a Canadian owned and operated home and health care agency with more than 50 years of experience.

Our last 10 years providing pediatric health care in Alberta has unveiled a new passion and purpose for our organization.

We see a bright future for Alberta schools in the potential to rethink how pediatric health care is delivered. Classic LifeCare offers:

# 1

### A Better Model for Pediatric Health Care in Schools

Contracting directly from school district to provider creates efficiencies and proven outcomes

# 2

### Pediatric Expertise

Beyond traditional home care, Classic LifeCare offers expertise in specific client populations, including pediatrics

# 3

### Proven Partnerships

Classic LifeCare is a trusted home and health care provider for diverse funders across BC and Alberta



# 1 A BETTER MODEL FOR PEDIATRIC HEALTH CARE IN SCHOOLS

All children, despite chronic and acute health complications, deserve to attend school – both for its learning and social aspects. When sick kids have to stay home, parents can't work and kids can't learn. Classic has more than 10 years of experience working with Alberta Health Services (AHS) as the top provider of pediatric health care in Calgary.

In 2024, two school boards in Calgary issued requests for proposals to contract their pediatric health care needs directly with a provider, as an alternative to AHS. Classic LifeCare was successful in both contests.

In Classic's experience contracting directly with school boards, care is set up in the schools similar to a nursing unit, where one nurse is in charge of the team of health care staff (LPNs and Health Care Workers) on site. Unlike a remote case manager coordinating care, our on-site nursing managers are responsive, especially when someone calls in sick. They can fill in on the spot, so care is not disrupted.

**Because of this change in approach, missed visits have decreased by 98.54% in just two years. That equates to a reduction from 3.87 missed visits per student receiving health care to 0.01 missed visits per student receiving health care.**

With Classic providing pediatric health care directly to the school districts in Alberta using this proven approach to scheduling, and with the astronomical reduction in missed visits, three benefits are achieved:

1. Kids in need of health care can still attend school;
2. Stronger, stable families are able to work with fewer disruptions; and
3. Teachers and education assistants (EAs) can focus on education, not health care.

## Supporting Education Assistants (EAs) in the Classroom

After over a decade of working in Alberta schools, we've seen firsthand how dedicated Education Assistants (EAs) go above and beyond to support students—including those with complex medical needs. However, many of these responsibilities fall outside their formal training and scope of practice, which can lead to added stress, burnout, and risks to student care.

By partnering with Classic LifeCare, schools can ensure that medically complex children in schools receive care from trained health professionals. This allows EAs to stay focused on educational support, reduces their risk of burnout and sick leave, and helps create clearer role boundaries—all of which contribute to a more effective and sustainable learning environment.

In fact, by streamlining responsibilities, schools may be able to optimize staffing—ensuring EAs are used where they're needed most: in education, not health care.



# 2 PEDIATRIC EXPERTISE

Classic LifeCare has a long history of providing traditional home care, primarily for seniors. But over the years, we've expanded our expertise to serve a wider range of clients, **including pediatric care, workplace health & safety (OH&S), and nursing foot care.** Of these, pediatric care has become one of our most defining specialties.

In 2013, **Alberta Health Services (AHS)** put out a 'Request for Proposals' for pediatric health care in Calgary. Classic LifeCare won the contract and jumped in with a small but dedicated team, quickly adapting to the complexities of caring for children with disabilities at home.

Working closely with AHS, we developed specialized pediatric training for our nurses- training that continues to evolve as we refine best practices and respond to the unique needs of children and families we support.

Over the next decade, our pediatric program grew steadily. Then, in 2024, individual school boards took over the responsibility of contracting care for their students.

Today, we continue to work with AHS, directly support school boards and partner with funders like Family Support for Children with Disabilities (FSCD) and Children and Family Services (CFS). Through these partnerships, Classic LifeCare has proudly become the go-to provider for pediatric health care in Calgary.

## #1

### ***A Classic LifeCare Case: Client-Centered Care for Carter***

Carter attended a farm school in rural Alberta outside of Calgary. Although not a typical arrangement, Classic LifeCare said, "Yes" to supporting Carter at home and during his involvement at farm school.

A flexible and dedicated Classic LifeCare care Workers (pictured right) supported Carter amidst farm animals, an outhouse and mud up to her knees some days.

As Carter's health declined and became palliative, Classic was able to connect with the greater care team and physician involved. Everyone adjusted as Carter's health required, while care shifted to less school and more home. Carter passed away at home with his parents present, as well as the Classic LifeCare Care Workers, who had cared for him throughout his health journey.



Carter's Health Care Worker, Melissa, from Classic LifeCare pictured at the farm school he attended.



# 3 PROVEN PARTNERSHIPS

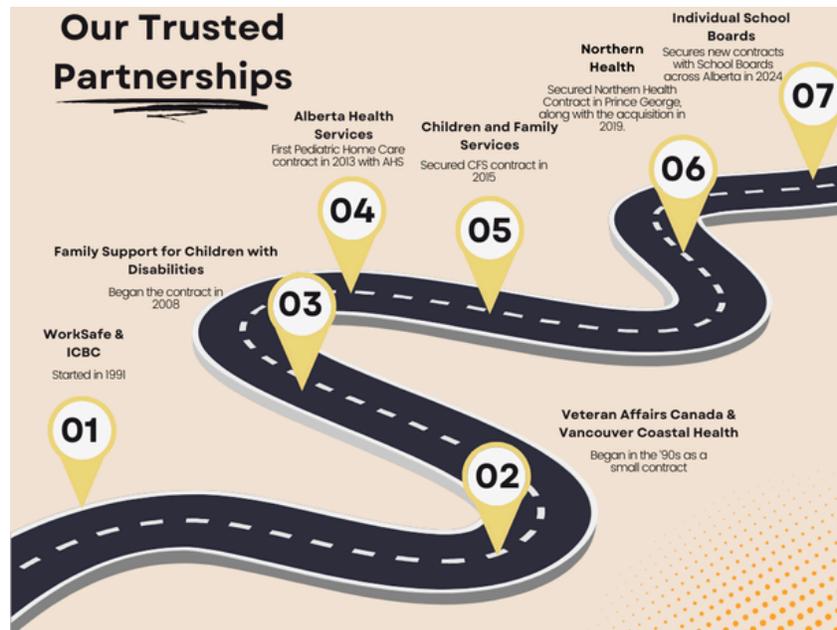
Classic LifeCare is proud to be a trusted partner for funders across British Columbia and Alberta. Our long-standing relationships with organizations like **WorkSafeBC, ICBC, Veteran Affairs Canada, and Vancouver Coastal Health** speak to the reliability, dedication, and heart we bring to every client we serve.

We've been working alongside **WorkSafeBC and ICBC since 1991**, providing care for individuals recovering from workplace and motor vehicle injuries. **Veterans Affairs and Vancouver Coastal Health have trusted us since the 1990s**, reinforcing our commitment to supporting those who have served and the broader community in need of home care. Those relationships with funders span more than 30 years each.

We attribute the longevity and growing list of these funders to Classic's commitment to:

- **Take on complex cases** - challenging situations don't deter us; they inspire us to find solutions.
- **Quality and responsiveness** - we act quickly and efficiently, always with care at the forefront.
- **Client-centered care** - every person we support is treated with dignity and respect.
- **Heart** - because true care goes beyond service; it's about human connection.

As we continue to grow, we remain committed to strengthening these relationships and building new ones - always with the same dedication that has defined us for decades.





# DELIVERING CONSISTENT AND RELIABLE CARE

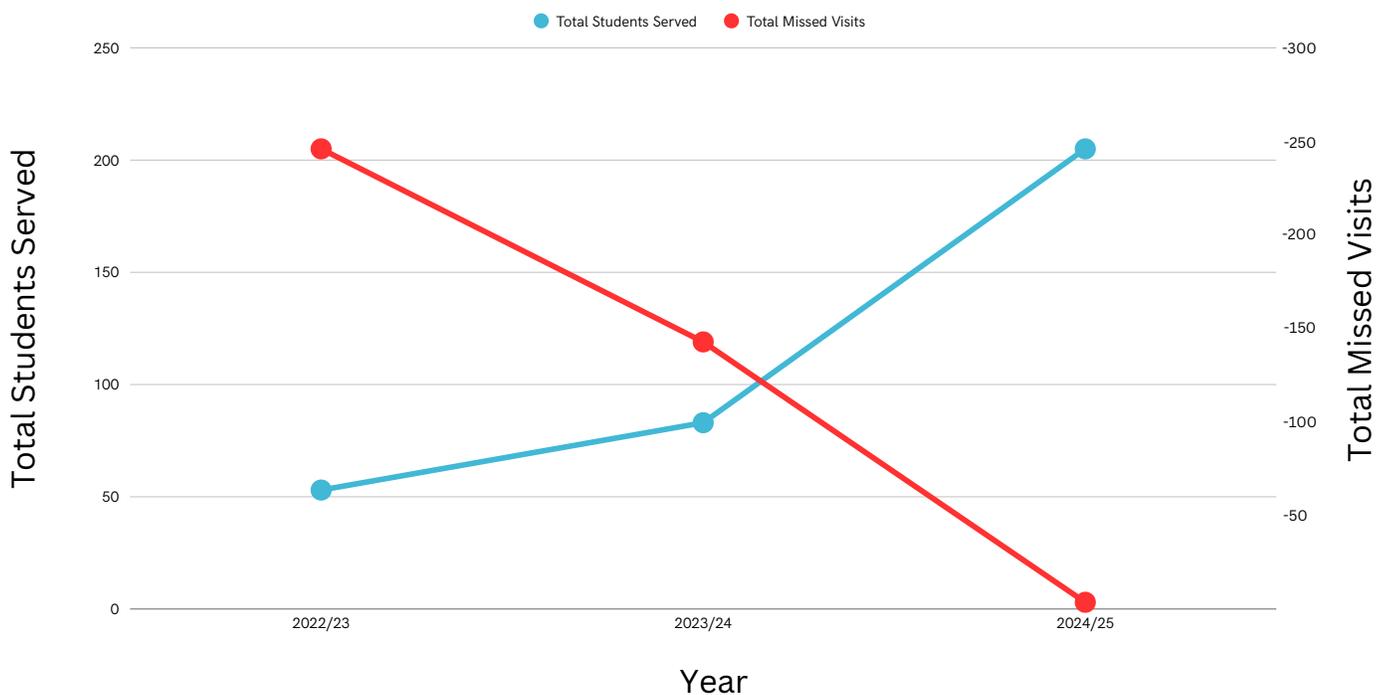
## Overview

This page outlines a detailed data analysis of missed visits at Classic LifeCare over a three-year period, showcasing measurable improvements in service reliability. This data highlights the positive impact of operational changes and workforce capacity expansion, ultimately resulting in a sharp reduction of missed visits.

## Total Clients and Missed Visits Over Time

The following table captures the growth in client base and the corresponding reduction in missed visits.

Year	Total Students Served	Total Missed Visits
2022/23	53	205
2023/24	83	119
2024/25	205	3





# DELIVERING CONSISTENT AND RELIABLE CARE (contd.)

## Missed Visits Per Client

Adjusting for client growth, the graph below shows a dramatic decrease in missed visits per client over time:

22/23: **3.87** missed visits per client

23/24: **1.43** missed visits per client

24/25: **0.01** missed visits per client

## Key Factors Contributing to Success

- **Communication:** Contracting directly with school districts streamlines communication, allows for strong relationship building and reduces red tape.
- **Enhanced Modeling:** An on-site case manager (Clinical Nursing Supervisor) provides leadership, responsiveness and instant coverage for sick calls (less missed visits).
- **Best practice case management:** Classic has the expertise to provide holistic medical management for students. We have float staff and on-site supervision to cover sick calls and ensure consistent, reliable health care for students.

## Summary

Despite a rapidly growing client base, the data shows a clear and steady decline in missed visits—underscoring Classic LifeCare’s commitment to consistent and dependable care. The focus moving forward is to maintain this low rate while continuing to expand our range of services.

Classic LifeCare remains driven to raise the bar in health care service efficiency and reliability. Our exemplary standing with Accreditation Canada reflects that ongoing dedication to not just meeting, but exceeding industry standards.





# LIVES TOUCHED

Over 10,000 clients. 50 years. One mission — enriching lives through compassionate care. From newborns with complex medical needs to seniors aging gracefully at home, Classic LifeCare has provided support across generations. Each client represents a story of trust, resilience, and connection — and we’re just getting started.

## Lives Touched: Our Legacy in Numbers



### #2

### **A Classic LifeCare Case: Supporting a Cross-Country Medical Journey**

Classic LifeCare recently supported a cross-country medical journey for a 9-month-old with complex needs, his toddler sister, and their grandmother. With care and compassion, our Clinical Nursing Supervisor, Nikki Walsh, accompanied the family from Calgary to New Brunswick, helping manage NG tube feeds and offering steady support during unexpected delays and challenges. Rather than taking over, Nikki empowered the grandmother, offering reassurance and guidance throughout the trip. It was a powerful reminder that great care isn't just clinical—it's personal, human, and built on trust.





# 50 YEARS OF STEADY GROWTH

Classic LifeCare began in 1974 as a nanny agency. As more and more women entered the workforce and needed support for their aging parents, Classic evolved into a home care provider. Originally known as Classic Caregivers, the company eventually became Classic LifeCare, reflecting its broader mission of providing care at every stage of life.

Over the years, Classic has grown through key milestones, strategic expansions, and an unwavering dedication to quality care. A pivotal moment came in 1998 when John Sherwood took over the business after his mother, Janet Sherwood - Classic's founder - fell ill. His leadership ensured the culture of exceptional care Jan built continued to thrive.

The company expanded to Alberta in 2005, and nearly a decade later, it established a strong focus on pediatric care. Today, Classic LifeCare is one of Vancouver's longest-standing home care agencies, with locations in Vancouver, Comox, and Prince George in BC as well as Calgary in Alberta. Serving clients of all ages, from pediatrics to geriatrics and everyone in between, Classic remains committed to delivering care that feels like family.

1974	Nanny Agency Classic Personnel Begins, founded by Janet Sherwood	
1980s	Home Care Service Begins and the company is rebranded as 'Classic Caregivers'	
1994	Classic's affiliated company CONNECT communities begins operating.	
2005	Classic expands to Alberta.	
2013	Classic secures their first Pediatric Home Care contract in Calgary.	
2014	Classic LifeCare is proud to be among the select homecare organizations in Canada to earn Accreditation Canada status.	
2016	Classic LifeCare expands their services in Comox, BC.	
2019	Classic LifeCare further expands to Prince George, BC.	
2024	New Contracts with School Boards Secured for Pediatric Care in Alberta.	



# THE HEART OF CLASSIC LIFECARE

At the core of everything we do is a simple yet deeply meaningful **mission: Enriching lives through compassionate care.** This isn't just a statement - it's the driving force behind every visit, every conversation, and every act of care. It's what pushes us to go beyond the basics, to bring warmth, dignity, and humanity into the lives of those we serve.

**Our vision is clear: To be the trusted choice in compassionate home and health care, where every individual is treated not just as a client, but as a valued member of our family.** This means creating an environment where kindness isn't just a word - it's felt in every interaction.

Bringing this vision to life starts with our core values:

- **Kindness:** We lead with our hearts, ensuring that every moment of care is rooted in integrity and authenticity.
- **Empathy:** We see the person beyond the need, honoring their journey and making every interaction personal and meaningful.
- **Joy:** We believe in creating moments of light and connection, turning small gestures into lasting impacts.
- **Respect:** We uphold every individual's dignity, recognizing and celebrating their uniqueness.
- **Understanding:** We listen-not just to respond, but to truly hear-so we can meet the needs and hopes of those who trust us.



Classic LifeCare is accredited with exemplary standing by Accreditation Canada.

In every home we step into, in every life we touch, our purpose remains the same: *to make life richer, brighter, and more comfortable for those who rely on us.* With kindness in our actions and compassion in our hearts, we are building something bigger than care-***we are creating a legacy of trust, love, and human connection, one client at a time.***





## ADDITIONAL THOUGHTS

Over the last decade, our Pediatric Services have experienced an extraordinary **287.74% total growth** in the number of pediatric clients. At the same time, we've achieved a **98.54% reduction in missed visits**, ensuring more reliable and consistent care. Backed by **over 50 years of combined leadership experience**, our team continues to drive innovation and set new standards for care across Western Canada.

Every child in Alberta with complex health needs deserves access to education, and every family deserves the comfort of knowing their child is supported at school.

At Classic LifeCare, we don't just promise this — we deliver it. Our proven success in pediatric care speaks for itself, and we remain committed to creating real, measurable outcomes for students, families and the province alike.

A better model for pediatric care in schools isn't just possible — it's happening with Classic LifeCare.

“ Classic LifeCare's leadership made the transition to Emily Follensbee School seamless. With specialized pediatric expertise and strong relationships, they ensured our complex students received exceptional care. Classic LifeCare leads with dedication, equipping their team and supporting families with compassion.  
-Colleen Russel, Teacher at Emily Follensbee School

“ Classic LifeCare provides exceptional care for our daughter, Khailani, at Emily Follensbee School. They go above and beyond daily, ensuring Khailani's medical needs are met with compassion and expertise. Khailani's hugs say it all—we're so grateful for the dedicated team at Classic LifeCare!  
-The Gorzos, Khailani's Parents (Emily Follensbee School)

“ Classic LifeCare has been an incredible support for my daughter, Ariana, at Emily Follensbee School. Their dedicated care made the school transition seamless, and their commitment ensured Ariana could continue thriving, even after her hospital stay. Knowing Ariana is in such capable hands gives me immense peace of mind.  
-Amanda Levesque, Ariana's Mother

To learn more about Classic LifeCare, please contact:

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