



# From compassionate care to conscientious best practices this is our culture of care.

At FirstLight® Home Care, our philosophy is the cornerstone of our care. It comprises the beliefs and values which guide us every day as we serve others. Among our values is this promise, “At FirstLight Home Care, the genuine health and well-being of others is our greatest concern. We vow to provide first-class personal service for our clients so they may enjoy warmth, independence and relaxed comfort in their home or any setting.”

## Service of Excellence:

1. We foster healthy relationships for life.
2. We are always receptive and anticipate the needs of others.
3. We are empowered to create a unique, healthy and comfortable environment.
4. We recognize and appreciate serving our clients with an unparalleled care, while enriching lives, enhancing community relations and spreading the FirstLight Culture of Care.
5. We continually seek to innovate and strengthen the FirstLight Culture of Care.
6. We believe that every service challenge presents an opportunity for us to immediately own and resolve that challenge to our client’s satisfaction; and that such challenges present opportunities for us to improve.
7. We foster teamwork and collaboration to exceed the expectations of every client and team member.
8. We constantly strive to learn and grow.
9. We are proud of our FirstLight image, exemplified through our professional appearance and demeanor.
10. We care for and protect the confidentiality and safety of others.
11. We are responsible for uncompromising standards of care and personal attention, and maintaining a safe environment.

Learn more about our Culture of Care today.

**(626) 360-0048**

[www.pasadena.firstlighthomecare.com](http://www.pasadena.firstlighthomecare.com)  
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