

PRESS RELEASE



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FOR IMMEDIATE RELEASE

Media Contact: Dean Bellefeuille

Phone: 315-579-4663 Ext. 100

Email: deanb@athomeil.com



At Home Independent Living, Inc. Receives 2019 Best of Home Care® Leader in Excellence Award

Syracuse NY, January 29, 2019 – At Home Independent Living, Inc. announced today that it received the distinguished Best of Home Care – Leader in Excellence Award for the third time from Home Care Pulse, the leading firm in quality assurance for home care. The “Leader in Excellence” Award was awarded to 178 home care agencies across the country, which consistently ranked among the highest in quality metrics assessed by Home Care Pulse. In addition, At Home Independent Living, Inc. was 1 of 63 agencies to achieve the highest ranking in all 14 categories, ranking them among the top 5 percent of home care providers nationally and the only agency in the Syracuse, NY area to receive such recognition through the Home Care Pulse Satisfaction Management Program. As a “Leader in Excellence,” At Home Independent Living, Inc. represents a top performer in the national home care industry.

This accomplishment also shows At Home Independent Living, Inc.’s long-term dedication to excellent care and quality improvement. To qualify for this award, 10% of At Home Independent Living, Inc.’s clients were polled each month through personal phone interviews by Home Care Pulse to rate the care they received. These client satisfaction ratings were factored into At Home Independent Living, Inc.’s overall ranking over a 12-month period. Using feedback from clients and employees, as well as quality benchmarks from Home Care Pulse, the At Home Independent Living, Inc. management team set goals to reach the highest level of excellence possible.

Dean Bellefeuille, President and owner of At Home Independent Living, Inc., stated, “First, it is imperative to our business to be able to demonstrate some tangible measures for individuals to use to assist them in choosing an agency to care for themselves or their loved ones. Reliability, consistency, and a “client-first” approach are not necessarily easy to demonstrate to potential clients, so this is a mechanism for us to gauge our services to allow for an impartial measure of what our current clients and employees identified as our strengths. Second, the unbiased perceptions and information we receive from the surveys has allowed us to identify problems, make adjustments and measure the effectiveness of corrective measures on a monthly basis. We could not be more pleased with this designation and we will continue to strive for excellence in all our services.”

At Home Independent Living, Inc. also earned the “Leaders in Excellence” award in 2013 and 2018 along with the “Best of Home Care” designation from Home Care Pulse every year since 2011, which acts as a guide to help consumers choose the best home care agency in their area. Performance is evaluated based on factors such as staff training, communication, caregiver performance, caregiver morale, response to problems, likeliness to recommend, and overall quality care.

The Best of Home Care – Leader in Excellence Award highlights the top-performing home care businesses in the nation. Home Care Pulse believes that by honoring these providers, families looking for in-home care for a loved one will be able to recognize and choose a trusted home care provider.

“Our goal at Home Care Pulse is to empower home care businesses to reach their goals and deliver the best home care possible,” says Erik Madsen, CEO of Home Care Pulse. “We are happy to recognize At Home Independent Living, Inc. as a Leader in Excellence. We’ve been impressed by their commitment to



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their clients and caregivers, as well as the quality of the overall care they provide. They really stand out in their market as a top home care provider.”

To find out more about At Home Independent Living, Inc.’s commitment to excellence, please visit www.athomeindependentliving.com or call 315-579-HOME "4663".

About At Home Independent Living, Inc.

At Home Independent Living, Inc. is a private duty homecare agency servicing Syracuse NY and the surrounding suburbs. It was founded in 1984 with a mission of providing resources to allow the elderly and the disabled to live independently and safely at home. In addition to providing reliable, compassionate caregiving services, At Home Independent Living, Inc. offers assistance and guidance to the area’s veterans and their families to secure services through the Veterans Aid & Attendance pension benefit. As a community resource, individuals, families and home care professionals can take advantage of free online training classes, educational materials as well as presentations to local caregiver support and senior groups. Further information can be found at www.athomeindependentliving.com

About Home Care Pulse

Home Care Pulse is the home care industry's leading firm in satisfaction research and quality assurance. On behalf of home care businesses across North America, Home Care Pulse gathers unbiased satisfaction ratings from clients and caregivers and detailed feedback to ensure the best in-home care possible can be provided. Powerful online reports allow businesses to identify needs and take action to increase satisfaction, reduce caregiver turnover, and address client needs. For more information, please call Home Care Pulse at (877) 307-8573 or visit homecarepulse.com.