

PRESS RELEASE



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FOR IMMEDIATE RELEASE

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At Home Independent Living, Inc. Receives Best of Home Care® & Caring Star of Choice Award for Service Excellence for 2020

Syracuse NY, February 3, 2020 – At Home Independent Living, Inc. announced today that it received national recognition from two of the most prestigious organizations in the home care industry. At Home Independent Living, Inc. once again received the distinguished “Best of Home Care” – Provider of Choice & Employer of Choice Awards from Home Care Pulse, the leading firm in quality assurance for the home care industry. Additionally, At Home received the “Caring Star of 2020 Award” for Service Excellence in home care, which is based on consumer ratings and reviews on Caring.com, the industry’s leading consumer resource website for home care services. At Home Independent Living is proud to be the only agency in Syracuse, NY to receive both national recognitions in 2020.

As a recipient of these awards, At Home Independent Living, Inc. distinguishes itself as a high-quality performer in the national home care industry. These awards are only granted to the top-ranking home care providers based on client and caregiver satisfaction surveys and certified client reviews. At Home Independent Living is ranked among a small handful of home care providers across the country who have proven their ability to provide an exceptional working experience to employees and the highest quality care to their clients. These accomplishments show At Home Independent Living, Inc.’s long-term dedication to excellent care and continuous improvement.

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 our partnership with Home Care Pulse provides a mechanism for us to gauge our services to allow for an impartial measure of what our current clients and employees identify as our strengths. Second - The unbiased perceptions and information we receive from the monthly surveys has allowed us to identify areas for improvement, make adjustments and measure the effectiveness of corrective measures on a monthly basis. Third - The certified reviews represented through our relationship with Caring.com from our current and past customers provide an opportunity for potential clients researching home care options to determine and select the best agency for their needs. We could not be more pleased with these awards and we will continue to strive for excellence in all our services.”

At Home Independent Living, Inc. has shown an extensive record of consistency, earning the Home Care Pulse “Best of Home Care” award 10 years in a row along with the “Leaders in Excellence” award, presented to agencies in the top 5 percent for overall quality of service, three times. In addition, for both 2019 and 2020, At Home was further recognized with the Caring Star Award for Service Excellence from Caring.com.

The Best of Home Care Awards highlight 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 Best of Home Care award winning agency. We’ve been impressed by their commitment to their clients



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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.”

Caring.com reviews help Americans research and select the best senior care providers for aging or ailing loved ones. In multiple research studies, family caregivers have indicated that they turn to the Internet and consumer reviews when narrowing their options among home care agencies in their area, and have relied on these perspectives as much as or more so than suggestions from professionals such as doctors or hospitals. Originally published in January 2012 as the first of its kind in senior living and expanded to home care in 2017, the Caring Stars annual list has become a go-to guide of the best home care agencies nationwide. To be considered for the award, Caring Stars agencies met a set of rigorous criteria based on ratings and reviews from seniors and their family members. Caring.com senior care experts also conducted a reviews-integrity audit and took other quality-assurance measures before determining the Caring Stars of 2020. “Congratulations to At Home Independent Living for being among these highly-rated agencies achieving such significant praise from their customers in online reviews,” Caring.com’s CEO Jim Rosenthal said. “They stand out as among the best in the nation for 2020.”

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 locally owned, family operated 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.

About Caring.com

With millions of website visitors, Caring.com is a leading senior care resource and referral service for family caregivers seeking information and support as they care for aging parents, spouses, and other loved ones. Founded in 2007 and applying cutting-edge technology to its social mission, Caring provides caregivers extensive senior care content and comprehensive senior living and senior care directories for the United States. Caring.com is also the #1 site for consumer reviews of senior living and in-home care providers, with about 250,000 reviews currently published and thousands added every month. Through a toll-free referral helpline at (800) 973-1540, Caring’s Family Advisors support families and seniors across the nation in researching and selecting the most appropriate senior living and senior care services for their specific situations. For more information about their organization and the quality senior care information, resources and guidance offered, please visit caring.com/about.

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