

PRESS RELEASE



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At Home Independent Living Receives 2022 Best of Home Care® – Provider and Employer of Choice Awards and Caring SUPER Star Award

Syracuse, NY, February 8, 2022 – At Home Independent Living announced today that it has received both the 2022 Best of Home Care® – Provider of Choice and Employer of Choice Awards from Home Care Pulse. These awards are granted only to the top-ranking home care providers, based on client and caregiver satisfaction scores gathered by Home Care Pulse. At Home Independent Living is now 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 clients.

In addition, they have received the Caring Star award for three straight years, earning them the designation of a Caring SUPER Star. To earn a Caring Star award, an agency must have had:

- 10 or more published reviews on their Caring.com profile
- An overall average rating of 4.5 stars or higher
- 3 or more published reviews, with at least one recent review being a 5-star review
- Public-facing responses to any 1-star or 2-star negative reviews

Caring Star award-winners have also received a reviews-integrity audit, and have been screened using licensing and inspection reports on state/government websites.

“We want to congratulate At Home Independent Living on receiving both the Best of Home Care – Provider of Choice Award and the Best of Home Care – Employer of Choice Award,” says Todd Austin, President of Home Care Pulse. “Since these awards are based on real, unfiltered feedback from clients and caregivers, At Home Independent Living has proven their dedication to providing a great work environment and solid training to employees, while maintaining their focus on client and caregiver satisfaction. We are pleased to recognize their dedication to quality, professionalism, and expertise in home care.”

Best of Home Care providers have contracted with Home Care Pulse to gather feedback from their clients and caregivers via live phone interviews each month. Because Home Care Pulse is an independent company, it can collect honest and unbiased feedback.

“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 have 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,” says Dean Bellefeuille, President and Owner of At Home Independent Living, Inc.

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

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About At Home Independent Living

A locally owned Syracuse in-home care company since 1984, At Home Independent Living was founded to meet the need in our community for safe and affordable in-home care services that allow seniors and persons with disabilities, chronic diseases or dementia to remain independent at home. Services range from hourly to 24-hour care and include assistance with activities of daily living, meal preparation and light housekeeping, medication reminders, respite care, companionship and more. Professional caregivers from At Home Independent Living are screened, employed, bonded and insured, expertly trained and carefully matched with clients for the highest possible quality of care. Learn more about what makes At Home Independent Living a superior Syracuse, New York-based home care agency and contact us online or by calling (315) 579-HOME (4663).

About Home Care Pulse

Home Care Pulse leads the home care industry in experience management, online training, and review management. Through its Care Intelligence Platform, HCP empowers home care providers to attract and retain caregivers even during a historic caregiver shortage. HCP also conducts the annual Home Care Benchmarking Study, the most comprehensive survey of home care providers in North America and administers the annual Best of Home Care awards to agencies that achieve best-in-class client and caregiver satisfaction scores. For more information, visit <https://www.homecarepulse.com/>.

About Caring.com

With millions of website visitors, Caring.com is a leading senior living referral service and the nation's top site for senior care reviews. Founded in 2007, Caring's mission is to help as many seniors and their caregivers as possible through empathetic, expert guidance. Applying cutting-edge technology to this humane mission, Caring provides relevant senior care information and support, as well as comprehensive senior living and senior care directories for the United States, including more than 350,000 consumer reviews. Through a toll-free referral line at (844) 484-5997, Caring's trustworthy, nationwide team of Family Advisors — who are among the most highly trained, highly skilled, and knowledgeable experts in senior care — helps seniors and their families research and connect to the most appropriate services and support for their specific situations. For more information about their organization and their free services for seniors and their families, please visit [Caring.com/about](https://www.caring.com/about) and join [Caring on Facebook](#).