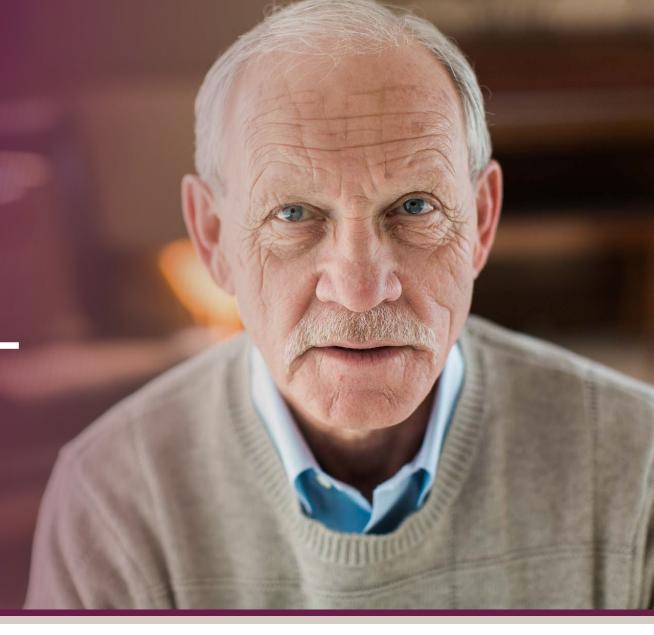


Great Customer Service in Home Care

Brent Boyd, Owner Home Instead Senior Care, Edmonton

The aging movement is becoming a POWERFUL, SOCIAL and **POLITICAL**

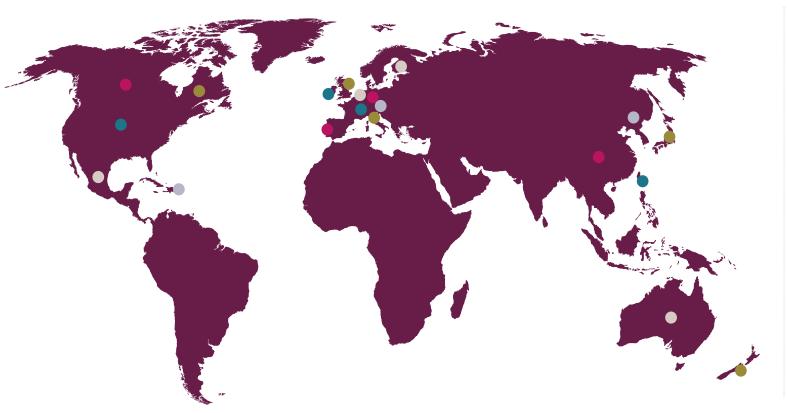




global force

Home Instead Worldwide

Australia
Austria
Canada
China
Finland
Germany
Ireland
Italy
Japan
Netherlands
Switzerland
United
Kingdom
United
States







Paul Hogan, Founder



Serving Seniors Across the globe



1,124
Total Franchises
Worldwide



75,000 CAREGivers



60 Million
Hours of Care
Annually







How we Provide Care







Specific Focus on Alzheimer's and Other Dementias



Care for the Family Caregiver



Care Model

Home care supplements traditional senior care and supports a new and more efficient care model



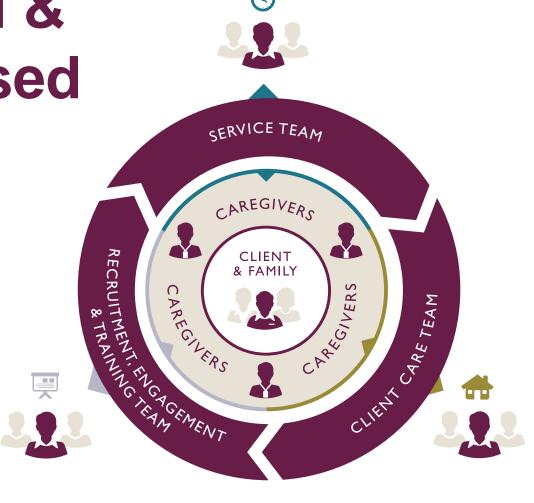
In-home care can be applied at any interval across the care continuum.





Person-Centered & Relationship-Based

- 90% of seniors prefer to live at home as they age*
- Focus on relationships, not tasks
- Personalized care solutions, including care coordination





Quality Home Care

- 24/7 Service and contact.
- 2 Same day consultation and service.
- 1-to-1 CAREGiver matching to client preferences.
- 4 Weekly client communication.
- 5 On-line family portal.







Quality Home Care

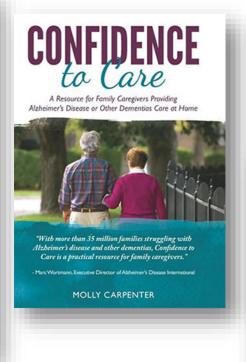
- 6 Compassionate & patient CAREGivers.
- 7 Ongoing education and training.
- 8 GPS tracking and real time shift reports.
- 9 Regular quality assurance reviews.





Customer Service







Family Caregiver Education



CaregiverStress.com

Smartphone App: Alzheimer's and Other Dementias Daily Companion

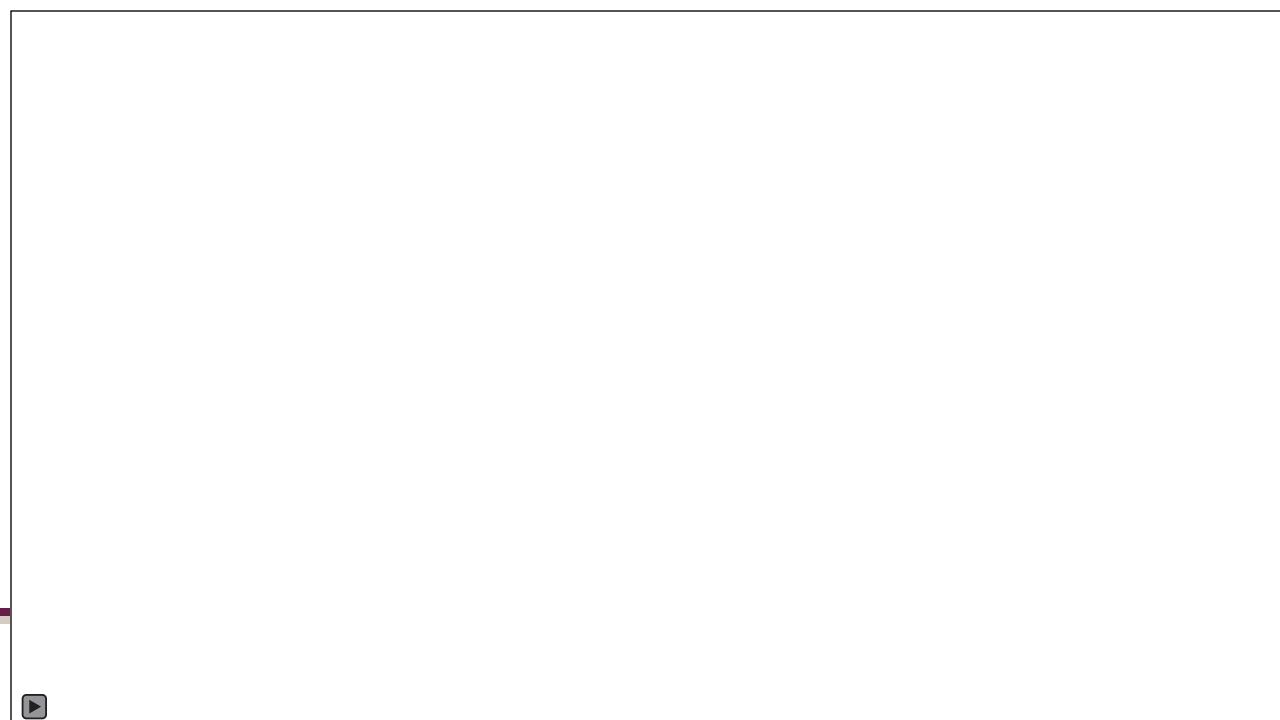




Specific Focus on Alzheimer's and Other Dementias

- Alzheimer's training for our professional CAREGiversSM
- Free Alzheimer's training for the public
- FREE online & learning
- CARE: Alzheimer's Association endorsement





Thank You!

Brent Boyd

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HomeInstead.com/3040

CaregiverStress.com

Free App for Download

Alzheimer's and Other Dementias Daily Companion





