

Visiting Angels in Milton places second in national survey

Seniors rank company near the top in fastest response time

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Visiting Angels staff members (l-r) Annalise and David Forman, owners; Elsa Munoz, scheduling/compliance specialist and Trisa Lewis, office manager, celebrate the award given to the Milton franchise at the company's national conference.



2013 Client Service Award presented to Visiting Angels owners David and Annalise Forman.

Annalise and David Forman, owners of Visiting Angels in Milton, were recognized recently at the company's annual conference as the second-fastest customer response team from among more than 450 franchise offices nationwide.

A survey among the company's care recipients and their families rated how quickly their initial inquiry for information was returned, among other questions that measured office staff response time.

David Forman, president, says he counts this award as a direct measure of success because it comes from his clients and was made possible by his staff.

"We're especially proud of our responsiveness at every point of service, from the initial inquiry to scheduling, and for any possible issue that may arise. We had a huge advantage in this survey because we almost always answer live, so there is no response time; it's immediate," Forman said.

"We don't use an outside answering service or a system that has you pushing buttons and waiting on hold. The people you speak to any time of the day or night are office staff members that know your case, know our caregivers, and have direct and immediate access to our scheduling system. If by chance you have to leave a message, we return calls within 15 minutes."

Visiting Angels provides services to help seniors and disabled individuals remain independent and in their own homes. Services include personal care, meals and snacks, medication reminders, transfer assistance, light housekeeping, errands, shopping and appointments, and compassionate companionship.

Forman said, "Most people inquiring about home care have an immediate need. Why live with the stress waiting for a response, when we very often have the solution just a phone call away?"

To reach Visiting Angels any time, call 302-329-9475 or visit visitingangels.com/sussexde.