

Coaching, Mentoring and Supporting Peers

Richard Ueberfluss had years of experience in hospital acute care, outpatient orthopedics, sports medicine and home health care when he decided to switch careers and open an Assisting Hands® Home Care franchise.

“As a physical therapist, I had treated a number of elderly clients and developed experience in fall prevention,” Ueberfluss said. “I understood the need for additional care after therapy because I would continually see readmissions – patients coming back because they weren’t taking their medications or because they had a serious fall.”

When he discovered Assisting Hands, which provides a wide range of in-home care services including home health care, personal care, companionship, meal preparation and medication reminders, he knew it was a good fit.

“It worked well with my health care background,” Ueberfluss said. “And I liked the idea of helping people stay at home while avoiding readmission, falls and possibly death.”

Today, more than 15 years later, Ueberfluss continues to serve as both a franchisee and an area representative for the brand.

“As an area representative, I help sell franchises and then coach, mentor and support new franchisees,” he said. “I currently have 17 franchisees within my area, all of whom have been quite successful.”

Based in the Chicagoland area, Ueberfluss’ own franchise has benefited from the expertise of his wife, Jennifer, a physical therapist with 18 years of experience in neurological rehabilitation,

pediatrics and home healthcare. However, that level of expertise is not required of franchisees.



“I think the benefits of Assisting Hands are that it has such a strong national team,” Ueberfluss said. “It’s that type of culture that really drew me into this franchise.”

That culture is best described by a term unique to Assisting Hands: FOFO® – Family of Franchise Owners.

“FOFO is more than just a trademark; this national franchise treats everyone like family,” Ueberfluss said.

According to Ueberfluss, his only regret is not joining Assisting Hands sooner.

“I wish I would have started with the company 10 years earlier,” he concluded.

That’s why he advises potential franchisees to take a chance even if healthcare isn’t their area of expertise. Assisting Hands guides and supports franchisees every step of the way.

Jessica Petrucelli



assistinghands.com/franchise