

# BizSnaps

A Snapshot look at local businesses



**Angie Suter, Director**  
**Visiting Angels**  
**Janesville, WI**  
**608-756-4100**  
**Office Hours: M-F 8am-5pm**



**When was the business started?**  
April of 2002.

**Describe your products / services:** We provide in-home caregivers to our elderly and disabled clients, which enable them to remain at home.

**What product, service or philosophy differentiates you from your competitors?** We are completely client-centered. We want the client pleased with the caregiver, and we carefully monitor that relationship with both the client and their family.

**How did you get interested and/or started in this business?** A family member was injured in a work-related accident. He then needed round-the-clock care, and I initially started this agency with the hopes of finding the best possible caregivers. I believe our screening process makes that possible.

**What kind of training or background do you have?** I have extensive medical field office training as well as "hands on" experience with my family. Our caregivers (mostly CNA's) are all experienced, insured and bonded.

**What have you learned from this business?** I have learned the joy of meeting some absolutely wonderful people, both clients and caregivers!

**What are your future plans for your business?** For the agency to grow and provide top quality home care to as many as feasibly possible.

**What or who has had the most influence in the way you do business?** The founder of Visiting Angels, Jeffrey Johnson, who continues to remind us that our focus needs to constantly be on those we serve.

**What have been some of the challenges you've faced and how did you work them out?** Our continuing challenge is to find the very best caregivers possible, and that is only accomplished through diligence.

**What do you find most rewarding about this type of work?** Our elderly clients have such wonderful life stories to share with us.

**What type of customers use your products. services?** Mostly elderly and disabled individuals who want to remain in their home with some assistance from a caring angel!