



# **EQUITY** **CARE** **G L O B A L**

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## BRIEF DESCRIPTION AND INTRODUCTION

Equity Care Global is a global home care agency in Nigeria. At Equity Care Global, we are dedicated to enhancing the quality of life for our clients and their families. With a heartwarming commitment to home-based care, we offer comprehensive services across Nigeria. Our team of experienced caregivers and healthcare professionals deliver personalized assistance, ensuring your loved ones receive the utmost comfort and support in the familiar surroundings of their homes. We prioritize dignity, respect, and safety, making us a trusted choice for elderly and special-needs care. Discover compassionate care tailored to your needs with Equity Care Global. Your well-being is our mission.

## MISSION STATEMENT

Our mission is to enhance the quality of life for our clients by offering personalized care and assistance while promoting independence and dignity. We aim to become the preferred choice for home care services in Nigeria.

## VISION STATEMENT

Our vision is to become the number one home care service in Nigeria providing high-quality and compassionate care services to Seniors, individuals with disabilities and other individuals needing personal care in the comfort of their own homes.

## CORE VALUES

At Equity Care Global, Our Core values include the following:

1. Family Orientation

Equity Care Global become a part of your family as our clients. We are community that love, support, we are empathetic, enthusiastic, we provide companionship, we are compassionate and above all, we care.

2. Reliability

In Equity Care Global, we consistently provide trustworthy and consistent support to those in our care. It includes being punctual, fulfilling responsibilities, trustworthy, dedicated, dependable, responsible, stable, supportive, unwavering, committed and maintaining a dependable presence to meet the physical and emotional needs of those entrusted to us. We build trust through consistent and responsible actions, creating a stable environment for our clients.

### 3. Respect

In Equity Care Global, we respect our clients by recognizing and honoring their dignity, autonomy, and individuality. It entails courtesy, empathy, consideration, politeness, tolerance, understanding, acknowledgment, validation, appreciation, honor, deference, kindness, Respecting the rights and choices of our clients fosters a positive and empathetic care giving environment.

### 4. Professionalism

Maintaining a high standard of conduct, demonstrating competence, and respecting ethical boundaries is one of our core values. It includes effective communication, empathy, competence, integrity, accountability, ethical conduct, empathy, reliability, adaptability, punctuality, confidentiality and a commitment to continuous improvement in care giving skills.

### 5. Exceptional Customer Service

We ensure empathy, active listening, personalized attention, understanding, respect, communication, dedication, initiative, adaptability, anticipating and exceeding the expectations of those under care and as well provide a genuine commitment to enhancing well-being and creating a positive and supportive environment to our clients.

## OUR SERVICES

At Equity Care Global, Our Services include but are not limited to:

1. Senior Care & other personal care
2. Assist with ADLs (Activity of Daily Living)
3. Medication reminders
4. Meal planning and preparation
5. Light housekeeping
6. Escort to Doctor's appointments and errands
7. Vital sign management
8. Wound and skin care
9. 24-hour care
10. Backup care
11. Disability care
12. Alzheimer / Dementia Care
13. Post-surgery care and more.

## MODE OF OPERATIONS

We are E- service care giving agency, we operate through a user friendly online platform offering seem less access to our clients and caregivers. Clients are able to communicate electronically with our administrators and other care plan provider at any time of the day. Caregivers receive assignment, track tasks and also provide updates through the platform. Equity Care Global also provide field supervision.

Our digital modes of operation enhance efficiency and ensure s a convenient and transparent care giving solutions.

## WHY CHOOSE EQUITY CARE GLOBAL

### CARE ECG

- C - Competitive Rate
- A - Accountability / Accessibility
- R - Reliability
- E - Excellent Service Deliver
  
- E - Empathetic / Enthusiastic
- C - Compassionate
- G - Global Standard Care Giving

## REGISTRATION

We are a registered and licenced care giving provider in Nigeria.

## SUMMARY / CONCLUSION

Equity Care Global is poised to enter the home care industry to make a positive impact on the lives of our clients, caregivers, other staff and the nation at large providing an avenue to serve her citizens and provide opportunities for our youths in Nigeria. We aim to become the best home care service provider across Nigeria with our strong commitment to excellence and ensuring the best possible care for those in need.

In conclusion, this home care provider manual serve as a guide emphasizing compassionate and professional care as well as building equity amongst all parties.