



NURSE NEXT DOOR
FRANCHISE REPORT

Why Nurse Next Door?

Nurse Next Door Home Care Services is a global leader in-home care. With 200+ locations across Canada, USA and Australia, we are at the forefront of disrupting the home care industry with our bold brand and Happier Ageing philosophy. Beyond providing the highest quality of care for seniors, the company improves the quality of life for their clients and delivers a unique #HappierAgeing experience to get clients back to doing the things they love to do. Founded in 2001 in Vancouver, B.C., our continuous innovation in the home care space has garnered numerous business awards including placing top 50 on Entrepreneur's Franchise 500 list, Franchise Times Dealmakers Award, and being named the fifth best mid-sized franchise system in North America by Franchise Business Review.

We have been ranked as North America's leading franchise systems. We are now taking applications from interested parties in the United Kingdom.

With the population ageing at a rapid rate, the home care industry is about to explode. If you're looking for a business opportunity that makes a difference in the community while simultaneously fitting a growing need, you've come to the right place.

The statistics speak for themselves. Almost 90% of all seniors say that they want to age at home. There are now 11.8 million people aged 65 or over in the UK. That number is projected to rise by over 40 percent in the next 20 years! By 2025, 1 in 5 people in the United Kingdom will be aged 65+. In 2045, 25% of the population will be over the age of 65!

This franchise opportunity provides a financial opportunity you can be proud of. You're not just selling ice cream or sandwiches, you're helping seniors and their loved ones find the care they need or are unaware about it. The calls, letters and notes you'll receive from those you've impacted are unparalleled to any other feeling you'll experience in another industry.

As the population continues to age, more **people are desiring options**. Instead of seniors moving into an assisted living facility once they are no longer independent, they and their family members want choices. As a result, many home care companies have emerged to provide quality care so seniors can receive the help they need at a place they want to be — their homes.

With the abundance of home care companies, **we knew that we needed to do something different to truly stand out**. Based on calls we received from clients, we developed our **Happier Ageing philosophy** — a truly unique experience designed to get seniors back to doing what they love. We believe that care goes beyond tasks and our mission to bring seniors happiness is being noticed. From our brand's bold pink color to images of elders celebrating ageing, we're disruptive and thought leaders in a stereotypical somber industry that tends to look at home care from a singular perspective.

We believe that **Franchise Partners deserve a work-life balance** and we ensure that they have the tools and resources to make sure this happens. We realized that calls and scheduling matters were a huge portion of the business that took up time so we developed our **24/7 centralized Care Services Centre** to help alleviate some of these duties from Franchise Partners. This remains one of the ways we go above and beyond when providing support.

We believe seniors can stay at home. We believe in Happier Ageing. We believe in making lives better. Does this resonate with you?

Meet a Growing Demand

Consider these numbers, data from the [Office for National Statistics](#):

The Growing Population in the United Kingdom

In mid-2017, the population of the UK was an estimated 66 million – its largest ever.

The UK population is projected to continue growing, reaching almost 73 million by 2041.

In 2017, there were 27.2 million households in the UK and 19 million families.

Although improvements in life expectancy have recently stalled, the UK population is generally living longer than it has before; babies born in 2015 to 2017 are expected to live 79.2 years if male (up 2.0 years since 2005 to 2007) or 82.9 years if female (up 1.4 years since 2005 to 2007).

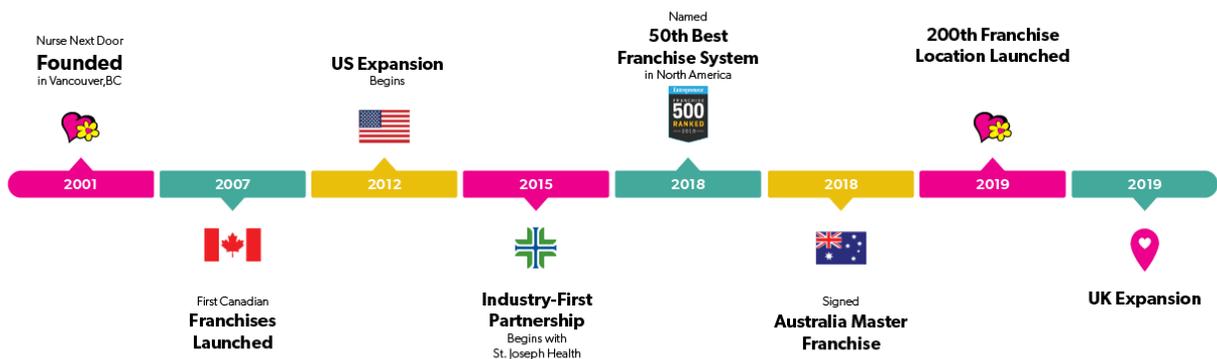
The UK population is ageing – around 18.2% of the UK population were aged 65 years or over at mid-2017, compared with 15.9% in 2007; this is projected to grow to 20.7% by 2027.

Even with substantial growth in the last decade, the home care industry is still trying to catch up to an ever-growing demand that will last for at least the next generation, if not beyond. It's one of the main reasons why we believe Nurse Next Door is uniquely positioned for long-term, year-over-year growth that's unparalleled in the franchise industry.

Top-Ranked Franchise System

Of course, none of this — great culture, caring and happy employees, revolutionary service, pink cars — would mean a thing if Nurse Next Door didn't work as a business. Thankfully, it doesn't just work. It thrives.

It starts with an essential for any business: demand. Home care is not just an economic phenomenon — it's one of humanity's cornerstone issues for this century, especially in the West, as the Baby Boomers hit retirement age. The acute need for home medical care and companionship will persist for at least a generation.



One of North America's Best Places to Work, Now We're Looking to Enter the UK!

Savvy business people realize this demand, and home care companies are sprouting like toadstools. So how does Nurse Next Door set itself apart from the pack? Through our commitment to surpassing customer expectations, finding better ways to do everything and making our clients, Franchise Partners and employees happy.



Our commitment already has paid off. Trade publications consistently rank Nurse Next Door on their lists of the **top business cultures and best places to work:**

Ranked 26 in Entrepreneur [Best Franchises For \\$100,000+](#)

Ranked 50 in Entrepreneur under Franchise 500® for 2018

Top 50 2016 Franchisee Satisfaction Awards by the Franchise Business Review

Ranked No. 282 on the 28th annual PROFIT 500 for 2016

HR Awards:

Best Small and Medium Employers in Canada 2015: Nurse Next Door ranked 37 out of 104 ranked organizations

Finalists for 2015 Canadian HR Awards, Best Reward and Recognition Strategy

Ranked 9th on the annual list of Best Small and Medium Employers in Canada.

BC Business magazine named us a top 10 employer four of the past five years.

Waterstone Human Capital named us one of Canada's Most Admired Corporate Cultures.

Trends in Home Care

Nurse Next Door is an industry thought leader. We're thinking constantly about the future of home care and the forces that will shape our company and society over the next decade and beyond. We already offer services that meet the trends we see dominating the field for years to come, including:

Caregiver matching. This is something we do with great results. In line with our core value of admiring people, we recognize that each individual is unique, and that applies to both clients and caregivers. We carefully assess not only clients' medical needs but their likes, pet peeves, hobbies, tastes, and try to match a caregiver's skills to the client's preferences. Nurse Next Door takes the time to hire caregivers with the right mix of skills.

Pre-medical emergency care earlier in life. Just because a client doesn't have an immediate medical need, doesn't mean he or she doesn't require care that addresses emotional needs. Did you know that an estimated 60 percent of seniors suffer from depression? What happens when you get depressed and lonely, and your friends and family are gone? You stay in your house. You stop preparing healthy meals. You lose strength in your legs and hips, and you fall. Household falls send more seniors to the hospital than any other cause, and Nurse Next Door helps clients adopt more active lifestyles that can keep people healthier for longer.

The shift in popular perception of seniors. It's Betty White's world; we just live in it. Even over 90, the actress and comedienne's popularity blossomed. In 2010, fans started a Facebook

campaign to have her host "Saturday Night Live" — and it worked! On May 8, 2010, White, at 88, became the oldest person to host the show in its 35-year history, and the episode drew the highest ratings for "SNL" in more than a year. Point is, nowadays, seniors are — dare we say it — cool, an attitude we've always held at Nurse Next Door. And with married couples waiting until later and later in life to have children (if they have children at all) and an explosion in the number of seniors living ever longer, care for parents seems poised to take the place of raising children for successful adults in their 30s and 40s. "Women my age used to share kids' stories," says a daughter of a Nurse Next Door client, "now we're talking about parent care."

The home care industry has resisted big changes over generations. But it's in the midst of some major disruption, and the companies that will thrive in the new world are those that embrace change. At Nurse Next Door, we pride ourselves on not just staying ahead of trends, but setting them.



How We're Different

Nurse Next Door is a home care company and franchised business that provides in-home care for clients, most of them seniors, who need everything from companionship to end-of-life care. It's a company that occupies a rapidly growing market niche positioned to meet one of the biggest sociological developments of the last century: the "silver tsunami" of an exploding elderly population as the Baby Boomers reach retirement age.

There ends any similarity between us and other North American home health care companies.

We reject — emphatically — the notion that people need to surrender their enjoyment of life because they've reached retirement age. They've lived full lives and gathered volumes of wisdom and experience. It's a cause for celebration!

That's why the key question we ask every client isn't "What's bothering you?" or "What time do you like breakfast?" but "What's the one thing you used to love to do that you no longer do?"

We've helped countless clients rediscover activities and interests they thought they had lost forever — and enriched their lives immeasurably by asking that simple question.

Our Core Values

After a decade of great success in Canada — we started in 2001 and quickly became the country's dominant home care company — Nurse Next Door has successfully expanded into the United States and now boasts over 200 locations across North America.

Every day, we're guided by our core values. Our core values are not just buzzwords. They arise from years of reflection and soul-searching. They are the principles that define us and inform everything we do at Nurse Next Door:

Admire People. Caregivers are an important part of our business and we ensure they are recognized for their work. We focus on our caregivers as much as our clients because we believe they're the backbone of our business. The work our caregivers do help us differentiate ourselves in the home care industry and live out Happier Aging.

WOW Customer Experience. We don't settle for adequate. We don't settle for good. We don't rest until we've delivered a customer experience that so exceeds our clients' expectations that they get tears in their eyes and become what we call "raving fans," the kind who lavish praise on us on the street, on Facebook, in the coffee shop, on Yelp, and to strangers on the subway.

Find a Better Way. Like all franchise systems, we have a meticulously developed blueprint for running the business. But we're not so rigid that we prohibit our Franchise Partners and caregivers from experimenting based on client needs and Franchise Partners' experiences. If a Franchise Partner figures out a quicker and more efficient way to, say, balance the books, we're happy to listen and embrace the change if it works.

Passionate About Making a Difference. We founded Nurse Next Door partly in reaction to Canada's socialized, bureaucratic health care system, which faces steep cuts as revenues dwindle and the population ages. Universal, publicly funded health care has its advantages, but one of its downsides is its impersonal nature — in a bureaucracy, you really are a number, case G328-45-199, and the caregivers tend to treat their duties as mere tasks to be completed rather than genuine gestures of caring and commitment. Not to disparage the many fine caregivers who work in the health care system, but no government agency is constructed to care for people the way we do. Nurse Next Door looks for Franchise Partners and caregivers — many of whom have worked in frustration for government-funded health care providers — who genuinely care about what they're doing and want to improve their clients' lives.

Do these core values resonate with you? As we grow in North America and head towards global expansion, we're looking for people who share our values and really want to aid in making lives better. It's the only way we know how to do business.

What Services Do We Provide?

Whatever's needed. Our clients need us to walk in the park with them? We'll do it.

Our client needs us to play canasta with him for three hours every day? We can do that, too.

Need someone to cook and clean? Administer medication? Transport a client to and from doctor's appointments and weekly aerobics classes at the senior center? Manage pain and discomfort in a client's final days? We can do all that and more.

Nurse Next Door has a more holistic, flexible approach to home care. We assess clients' needs and tailor services around the individual. We offer a variety of home care services to support our clients' health and independence:



Companionship



Meal Preparation



Homemaking



Caregiver Relief/Respite



Transport/Accompaniment



Nursing Care



Personal Care



End-of-Life Care



Around-the-Clock Care

So, who are our clients? We serve some younger people with disabilities or developmental disorders and those who need post-operative care, but seniors make up the bulk of our clientele. We've found we're usually fielding the initial call from a specific family member: the eldest daughter. She's a professional woman in her 40s, with children, who's just shed the responsibilities of full-time motherhood and now faces the unexpected burden of caring for one or more parents.

This daughter, we've learned, generally has a list of particular needs: a company that cares for her parents as much as she does, a company trustworthy enough to work with her and let her live her life, and caregivers who treat her parent as an individual rather than a case number. These are the people who end up hiring us and then become our raving fans.

What Sets Us Apart

Our Brand

Home care has been around for more than a century, and most home care companies act like it.

Their vehicles, marketing materials and websites are somber — even stuffy. Sometimes, competing companies will even use the same depressing stock photos: a hospital room, a silver-haired senior in a wheelchair. Children and grandchildren with loving, "we're here until the end" expressions on their faces, and the dutiful caregiver, leaning over a senior, adjusting an IV tube or oxygen mask, performing her duties.

That's the lens through which our society has traditionally viewed senior care- as a set of tasks, responsibilities. Lifeless. Devoid of joy.

Why can't we celebrate ageing?

Happier Ageing Philosophy

How many times have you heard someone say they enjoy ageing? Unfortunately, ageing is often associated with negative stereotypes and a loss of independence. But, we're here to prove that it doesn't have to be this way.

When Nurse Next Door started, we believed in changing the perceptions of ageing from the beginning. Our goal is to satisfy clients' individual emotional and psychological needs as well as the physical and medical ones. Instead of feeling sad or helpless, we knew that ageing was something worth celebrating. The evolution of this vision combined with learnings from our clients led to the concept of 'Happier Ageing' which was created to identify and define engagement activities that would bring happiness — even if it was something small or simple. The key to finding this out was simply asking the question, "what did you use to love to do that you no longer do?"

Happier Ageing® is Nurse Next Door's philosophy of care: for our clients, their families, our people and everyone we meet.

Through our principles of: Choice, Belonging, Respect, Autonomy and Purpose, we live Happier Ageing. We believe that by living Happier Ageing, we can profoundly impact our own lives, and the lives of those around us.

Care Services Centre

Home care business owners aren't ordinary entrepreneurs.

They want to build thriving businesses, of course, but the people who choose this industry are responding to a certain calling. It's personal to them. Like our Co-founders John and Ken, many home care franchise owners have had personal experiences with home care. Often, they're bad ones.

That's why so many get into the business to begin with: they want to improve the way the home care industry operates and make lives better. But they quickly discover that the administrative side of home care — answering the phone, budgeting, scheduling — can eat up tremendous amounts of time and energy. It's a 24/7 business. Wonderful people who start with a reservoir of passion for helping people

end up swamped and burn out after a couple of years. They get into the business for the right reasons and leave it for the wrong ones.

We knew when we founded Nurse Next Door that if we could find a way to minimize the administrative aspects of the business — especially scheduling, the most complicated and time-consuming duty — we could drastically reduce burnout and keep our dedicated Franchise Partners and caregivers focused on the care that drew them to the industry to begin with.

Our solution: our around-the-clock Care Services Centre, located in our "HeartQuarters" office in Vancouver. It is open 24/7, 365 days a week. We manage all daily calls and scheduling. This way, our Franchise Partners can enjoy work-life balance and focus on building their business and engaging with their community as clients receive reliable care.

Meet the Leadership Team

Cathy Thorpe, President & CEO



Cathy Thorpe joined Nurse Next Door as President in 2014 with the mission of growing the business on both sides of the border and achieving a new level of operational excellence. In 2016, Cathy was named as CEO of Nurse Next Door. An accomplished leader, Cathy brings over two decades of leadership experience in the retail industry to Nurse Next Door. She previously served as President of Please Mum and Director of Canadian Operations for The Gap and The Gap Kids, where she was responsible for 150 stores and more than 1,000 employees. Additionally, Cathy founded and ran Surge Advisors, a consultancy that provided strategic leadership counsel to small and medium size enterprises with a focus on fast growth and measurable results. These

diverse experiences facilitate Cathy's ability to lead Nurse Next Door to new heights, coach people beyond what they imagined was possible, and ensure the company delivers on the promise of a WOW Customer Experience each and every time. An outdoors enthusiast and avid traveler, when not at HeartQuarters, Cathy can be found with her husband and two children enjoying Vancouver's natural beauty or exploring the world to learn about foreign cultures and languages.

Arif Abdulla, VP Global Franchise Development



Arif Abdulla serves as VP, Global Franchise Development with a focus on growing Nurse Next Door's footprint in the United States. Initially joining the company in 2006, Arif started with the company's sales and marketing team, but quickly showed an uncommon level of tenacity and natural understanding of business development and operations. Prior to his current role, Arif has held various positions such as Marketing and PR Manager and VP of US Operations. He has played an integral role in the growth of the senior care franchise system and expansion of the business across Canada and the United States. Throughout his near-decade experience with Nurse Next Door, Arif has become an expert on the home care industry and

developed an intimate understanding of the business's operations. Whether speaking with prospective or seasoned Franchise Partners, Arif can be counted on to bring his strategic mindset and knowledge to the table to find a win-win outcome. Arif holds a Bachelor of Arts in Communications from Simon Fraser University. While not at HeartQuarters, Arif can be found enjoying time with his wife and two young children, staying active, or reading about current affairs.

Veronica Tissera, VP Corporate Franchises



Veronica Tissera joined Nurse Next Door in 2014 and serves as VP Corporate Franchises. In this role, Veronica's focus is developing and implementing strategies to grow the franchise while also ensuring operational excellence. Prior to joining Nurse Next Door, Veronica gained over 20 years of experience with major international brands, including 15 years at The Gap where she was responsible for over \$150 million in operations. She also served as VP of Operations for Please Mum and Head of Product for North America at Aritzia. Drawing on these experiences, she brings a proven track record of leadership development, strong processes, and delivering results through building a culture of accountability. For Veronica, the focus is always on the client and

she understands the power of truly listening to find opportunities for improving the experience. If she isn't working, Veronica is riding her bike on the seawall, practicing yoga, or enjoying time with her family in Vancouver.

Kathy Nguyen, CFO & VP of Innovation



Kathy joined Nurse Next Door in 2013 as Chief Financial Officer, responsible for finance, compliance and legal. In this role, Kathy focused on ensuring the company continues to grow quickly, leading her dynamic team, and celebrating the core values as an integral part of day-to-day operations.

Possessing a wealth of financial knowledge and business expertise from previous executive management positions, Kathy brings valuable strategic and financial vision to the table.

Prior to joining Nurse Next Door, Kathy played a key role at BC Hydro and their subsidiaries, such as leading key strategic projects for the President and CEO of BC Hydro. Her various roles included Director of Power Acquisitions, Chief Financial Officer, and Interim President and CEO for Powertech Labs.

As a Bachelor of Commerce graduate from the University of British Columbia's Sauder School of Business, Kathy also earned her CPA designation while working with Deloitte and Touche in Vancouver, Canada and Sydney, Australia.

Outside of HeartQuarters, Kathy can be found teeing off at a golf course or enjoying time with her large and boisterous extended family in Vancouver.

Susan Karda, Chief Operations Officer



Susan joined the Nurse Next Door team in September 2017 as Vice President, Making Lives Better, with a mandate of delivering happiness. Today as Chief Operating Officer she oversees the day-to-day North American operations of the franchise experience as well as enhancing the internal infrastructure in support of Nurse Next Door's strategic intent and continued system growth.

Susan brings 25+ years of experience as a senior leader in leadership development, human resources and retail operations and has worked with world class brands: lululemon athletica, Aritzia, Vancity, and Gap Inc. (Gap, GapKids, Banana Republic and Old Navy).

Susan is a certified professional coach with expertise in performance and leadership coaching. She has completed training with accredited institutions: Adler, Erickson, CTI, and CRR Global. She brings a wealth of diverse experience including leadership development, mindfulness, generating intentional cultures, process improvement and operations, talent and organizational development — making the workplace a more happy and productive one.

A nature enthusiast and lover of life, she lives on the North Shore in Vancouver, British Columbia. She is happily married to her husband Andrew and has three teenage sons, Jack, Sam and Max. She can be found most mornings in her happy place; swimming in the ocean.

John DeHart, Co-Founder and Board of Directors member



John DeHart co-founded Nurse Next Door in 2001 with Ken Sim with a simple but ambitious goal: to transform the home health care industry. After co-leading and leading the company from inception to 2014, John now sits on the Board of Directors and contributes to the development of special projects, such as Happier Ageing™. An entrepreneur to the core, John previously started several successful technology businesses. Recognized for his exceptional business acumen, John was awarded the Ernst & Young Emerging Entrepreneur of the Year award in 2006 and has been named to Business In Vancouver's Top 40 Under 40 list. Under his leadership, Nurse Next Door earned numerous prestigious awards, such as inclusion in

Franchise Business Review's annual list of North America's 50 Best Franchise Systems with under 50 units; BC Business Magazine's Top 10 employer list for four years; and being named "Canada's most admired emerging corporate culture" by Waterstone Human Capital. A graduate of Cornell University and Entrepreneurs' Organization's Entrepreneurial Masters Program, John now lectures at both institutions about building culture into the fabric of companies. John lives in Vancouver with his wife and two daughters where he can be found running up mountains for fun.

Ken Sim, Co-Founder and Board of Directors member



After a traumatic personal experience needing home care for his pregnant wife Teena, Ken Sim co-founded Nurse Next Door in 2001. As Co-CEO, Ken helped build Nurse Next Door into one of the dominant home health care companies in North America. Under his leadership, Nurse Next Door earned numerous prestigious awards, such as inclusion in Franchise Business Review's annual list of North America's 50 Best Franchise Systems with under 50 units; BC Business Magazine's Top 10 employer list for five years; and being named "Canada's most admired emerging corporate culture" by Waterstone Human Capital. Ken transitioned to the Board of Directors in 2011. In this position, he contributes to the strategic direction, strategic partnerships and

financial aspects of the company. Prior to founding Nurse Next Door, Ken worked in the financial sector as an analyst at KPMG, an investment banker at CIBC World Markets (Canada and UK), and a merchant banker at CIBC Capital Partners. Ken is a recipient of the 2006 Ernst & Young Entrepreneur of the Year award and Business In Vancouver's Top 40 Under 40 award. Ken is a graduate of the University of British Columbia's Sauder School of Business Bachelor of Commerce program and Entrepreneurs' Organization's Entrepreneurial Masters Program. Ken is also a Lean Certified Black Belt, a Chartered Accountant (CA) and a Chartered Professional Accountant (CPA). Ken lectures across North America (on Lean and entrepreneurship) and has co-founded Rosemary Rocksalt Bagels. Ken was born and raised in Vancouver, where he continues to live with his wife and four boys.

Meet the Franchise Development Team

Jason Isley, Senior Franchise Development Manager

As Senior Franchise Development Manager, Jason Isley is one of the driving forces behind Nurse Next Door's growth throughout North America. Focusing on the US side of the company's expansion plans, he works directly with individuals that are looking to be awarded a Nurse Next Door franchise. In addition to interviewing applicants, he also helps educate franchise candidates on the operational systems and their roles within the business. Jason has spent his career in franchising starting in 2001 with 1-800-GOT-JUNK?, helping them become a North American success story. He then joined Nurse Next Door to help them franchise across Canada and awarded the company's first franchise. Before rejoining the team in 2015, he spent time growing franchise brands in a variety of industries including 24 Hour Fitness, residential moving and household painting. In his downtime, Jason enjoys being outdoors, playing recreational sports and hanging out with his wife and daughter.

Alex Mitchell, Franchise Coordinator

As Franchise Development Coordinator, Alex manages the business development process with individuals looking to be awarded a Nurse Next Door Franchise. From interviewing applicants to educating candidates on the business model, the operational systems, financial projections and their roles within the business, Alex supports candidates to better understand what it takes to grow a Nurse Next Door business. Alex also manages and implements new systems in order to create the best possible experience for potential Franchise Partners.

From his experience in various international markets Alex is also closely involved with establishing the Nurse Next Door brand into global markets. The company is currently focused on Germany, Australia and the United Kingdom in addition to its domestic growth in North America.

Alex started his career in New Zealand (where he is from) as the Brand Manager for Neat Feat Products Ltd, where he managed a team of sales representatives growing the brand across the country. After almost a full year of travelling he took his skills to Berlin, Germany where he became a Senior Sales Manager for Movinga, one of Europe's fastest start-up companies. After a few years in Europe he ended up in Vancouver, Canada with Nurse Next Door, where he's been since 2016. In his downtime, Alex enjoys taking in the beautiful sights that Vancouver has to offer – Skiing, Fishing, Golfing, Camping and Hiking.

Next Steps

Step 1 — Connect with Our Franchise Development Team: Now that you know a little about Nurse Next Door, connect with our team who will take you "behind the heart" to learn more about our brand's passion and purpose. You'll also learn more about the business model, the incredible opportunity it offers, and be able to ask any questions you may have!

Step 2 — First Interview: By now, you have a pretty good idea of what we're about. It's time for us to get to learn more about you and why you'd make an excellent Nurse Next Door Franchise Partner. This one-on-one call with a member of our Franchise Development team will continue to unpack our story for you, answer more questions and help us understand what kind of business opportunity you're looking for. This will be a great opportunity to confirm if this business is right for you and if you're right for our business.

Step 3 — Systems & Support: We'll detail the intricacies of our business model and go over the training and support that is offered. We'll also go over the systems that are available to you such as online marketing, the Care Services Center, and how we help you with the scheduling in this business.

Step 4 — Finance & Validation: We'll dive deep into the business model to understand how you'll penetrate your market, build market share and drive revenues through the Nurse Next Door system. You'll speak with our Franchise Partners about their experiences and enlist their help as you develop your financial plan.

Step 5 — Final Interview Day: This is the last and most fun part of the Discovery Process! You'll get to meet the team at our HeartQuarters office in Vancouver. They're caring people who create and sustain the joyful, energetic culture that's made us one of the best places to work in Canada and a leader in the home care industry. You'll see firsthand how our systems work, how we've developed our core values and placed them at the center of our business and, of course, why our unique Care Services Center makes the Nurse Next Door franchise opportunity second to none in the industry.

Step 6 — Franchise Agreement: If the fit is right for you and us, congratulations! You're our newest Nurse Next Door Franchise Partner! Now it's time to execute our agreements. When you sign and return the FDD receipt, a 14-day clock starts ticking. The Federal Trade Commission mandates a two-week waiting period before you finalize your deal. We'll deliver your completed agreements for the territory you selected, and when you're ready, you'll sign the documents and start the next chapter of your life!

Franchise Contact Information

For inquiries, contact a member of our Franchise Development team:



Jason Isley

Senior Franchise Development Manager

1-888-439-0561

jason.isley@nursenextdoor.com



Alex Mitchell

Franchise Coordinator

1-877-330-1819

alex.mitchell@nursenextdoor.com