



# InTouchLink

Comprehensive software for senior living communities to streamline resident engagement, family communication, and staff coordination.

<https://www1.intouchlink.com>

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## Overview

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InTouchLink is a comprehensive assisted living management software and communication platform designed specifically for retirement communities, assisted living facilities, senior care homes, and long-term care homes in Canada and the USA. The system's primary goal is to improve communication between operators, residents, and families, enhance general well-being, and encourage independence for seniors.

### Key Features and Capabilities

**Resident and Family Portals:** Customizable, user-friendly portals that allow residents and their families to access community news, events, personal information, and service requests from any device. The system is designed with large buttons and simple commands for users with less online experience.

**Digital Signage & Community TV:** Dynamic displays and in-suite TV channels for broadcasting announcements, menus, activities, photos, and real-time updates across the facility.

**Communication Tools:** Includes aTouchAway Video Calling (a secure, private health information platform for video conferencing, messaging, and group chats), Community Message Broadcasting, and a dedicated email address for every user.

**Activity Management:** Interactive Activity Calendars that are simple to use and customizable, along with an Activity Tracker to monitor resident participation and preferences.

**Menu Management:** Tools to easily manage menus, ensure consistency across multiple locations, and generate printable menu templates.

**Staff Coordination & Training:** Features like an Online Learning Center for staff training and policies, Service Request Tracking (work order management), and communication tools to improve staff-to-staff communication.

**Integrations:** The cloud-based system easily integrates with existing software and systems, including major senior living platforms like PointClickCare and Yardi.

## Target Users and Value Proposition

InTouchLink is best suited for senior living operators and communities (including assisted living, independent living, and memory care) looking to streamline operations and enhance the quality of life for residents. It is marketed as a platform that drives resident occupancy, nurtures stronger relationships, and provides actionable insights into resident needs. The company was founded in 2008 in response to the growing need for a system that helped seniors have easy access to the world of email, internet, and computers.

## Key Features

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- Customizable Resident Portals
- Digital Signage (Community TV/In-Suite Channel)
- Family Communication Tools (aTouchAway Video Calling)
- Interactive Activity Calendars
- Menu Management & Meal Tracker
- Online Learning Center for Staff
- Service Request Tracking/Work Order Management
- Amazon Alexa Integration
- Community Message Broadcasting

## Pricing

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**Model:** subscription

Subscription model with multiple tiers (Essential, Community, Community PLUS, Innovation, Enterprise Add-on). Starting price is approximately \$200.00/month, but detailed pricing requires contacting sales for a custom quote.

**Starting at:** USD \$200

**Target Company Size:** small, medium, enterprise

## Integrations

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PointClickCare, Yardi, Amazon Alexa, Google Drive, Skype

## Compliance & Certifications

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HIPAA

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