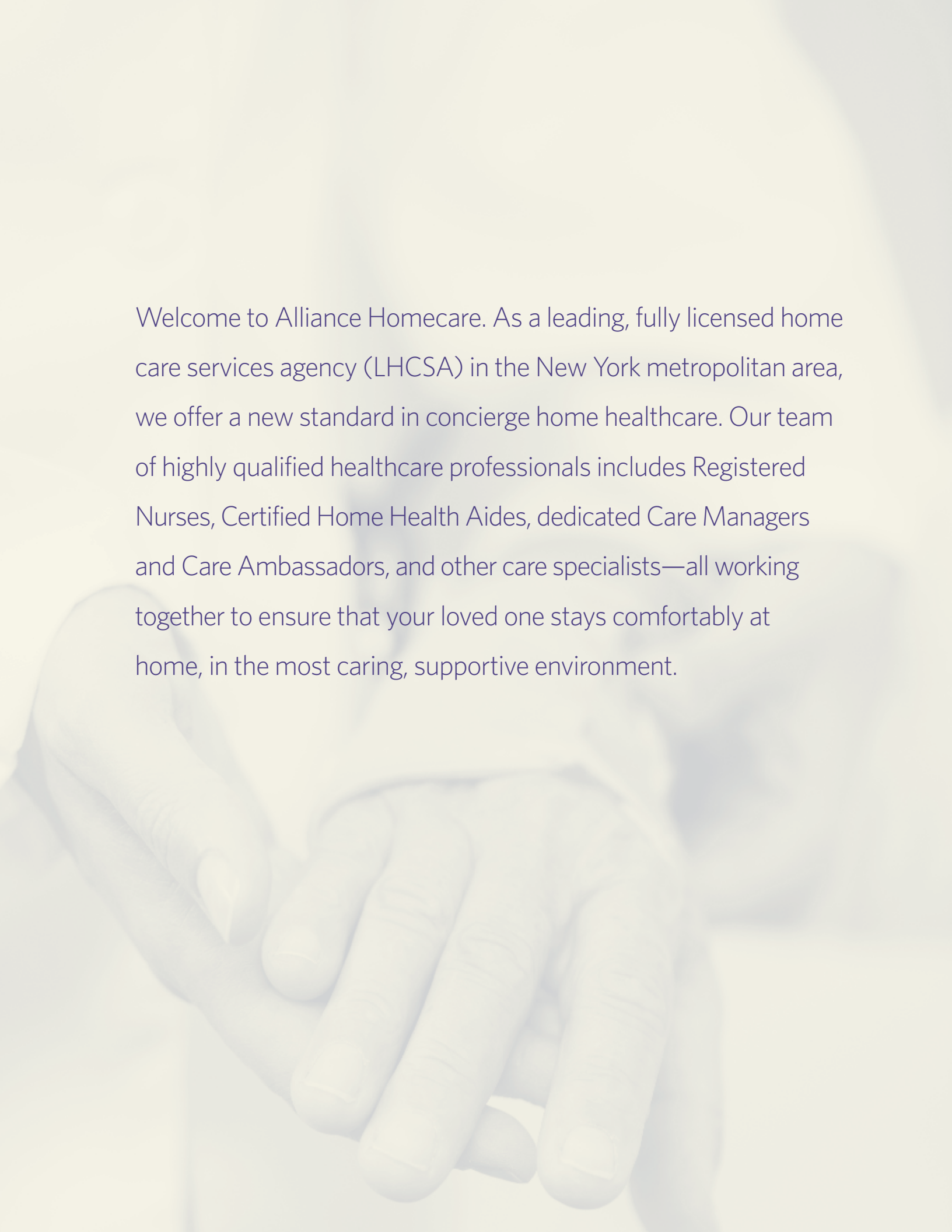


*When care matters most.<sup>®</sup>*





Welcome to Alliance Homecare. As a leading, fully licensed home care services agency (LHCSA) in the New York metropolitan area, we offer a new standard in concierge home healthcare. Our team of highly qualified healthcare professionals includes Registered Nurses, Certified Home Health Aides, dedicated Care Managers and Care Ambassadors, and other care specialists—all working together to ensure that your loved one stays comfortably at home, in the most caring, supportive environment.

# Our Story

Alliance Homecare was founded in 2006 by Gregory Solometo and two of his close childhood friends, both Registered Nurses, after taking care of his grandmother with Alzheimer's for five years—an experience that shaped his future and his vision for a new kind of home healthcare.

“I was raised by my grandmother, so caring for her was a labor of love. I was determined to find the very best care, with a plan that allowed her to age in place, in the comfort and familiarity of her own home. For three years, we paid for caregivers to come to her home six days a week, and I covered the seventh day. This firsthand experience of managing her care opened my eyes to the real challenges of caring for an elder. It made me realize how low the bar was for options, services and choices in the home. I was compelled to start a company to truly raise the standard for home healthcare. That's how Alliance Homecare was born. ”

Gregory Solometo  
Founder/CEO, Alliance Homecare



Today, motivated by Greg's vision and under his guidance, Alliance Homecare has risen to become the gold standard for private home healthcare in the region. And since day one, Alliance has been driven by Greg's founding philosophy, which we call The Grandma Rule—a philosophy that sets us apart from other home care agencies.



# The Grandma Rule<sup>®</sup>

Throughout the company, Alliance Homecare is committed to upholding The Grandma Rule. Whenever we interview a prospective caregiver, our staff members ask the question: *"Is this someone I would hire to take care of my own grandmother?"* If we can answer with absolute confidence that we would trust this person with our own family member, the candidate will be invited to join our Alliance Homecare team. We are dedicated to retaining this high standard of caregiver selection and we've created a culture within our company to develop that criteria throughout the entire recruiting process.





# Our Mission

Alliance Homecare's mission is to deliver home care services with the highest standards of excellence, through compassion, respect and education. We are committed to providing unparalleled care to our clients and their loved ones, while honoring a strict code of confidentiality. We staff an elite and highly qualified team of healthcare professionals who uphold the strongest principles of integrity and professionalism.

## Our Values

We have developed a culture of caring at Alliance Homecare, based on a set of core values which serve as the foundational pillars of our business:

- **Excellence**—We are committed to providing unsurpassed, world-class care to our clients and their loved ones
- **Compassion**—Our employees are motivated out of genuine concern for the comfort of our clients
- **Respect**—Our employees are dedicated to helping create the most rewarding experience possible for our clients, to ensure their dignity at all times
- **Education**—We will staff only the highest caliber of Home Health Aides, healthcare professionals, and Registered Nurses (most hold a B.S. in Nursing)





# Home Care Takes a Village

Alliance Homecare has pioneered the concept of concierge home care. We are constantly striving to raise the level of professionalism and quality in the industry. To do that, we recognize that it takes more than a pre-set package of services—and more than one caregiver. It takes a customized approach, with services delivered by a team of specialized healthcare professionals.



## Highest-Quality Caregivers

To ensure our clients and their families receive the finest care, we have an extremely rigorous hiring process. In addition to The Grandma Rule, we require a personality test, two intensive interviews, a half-day orientation, and a one-on-one session with a member of our executive team. Only a select group makes it through this process. Our employees receive the most competitive compensation, including medical benefits and a 401k plan. Our caregivers receive ongoing support, including extensive training that is unmatched in the industry. Our training program goes beyond standard Continuing Education classes and includes Diversity and Inclusivity Training, Dementia and Alzheimer's Training, Body Mechanics Training, Social Engagement Activities, and more.

“ One of the key things I've learned over the years is that one size does not fit all when it comes to home care. Every scenario, family, and support network is different. After we establish a plan of care for a new client, we introduce our extended team of specialists, as needed. This personalized approach really sets us apart. ”

Gregory Solometo  
Founder/CEO, Alliance Homecare



## Alliance Concierge

Alliance Concierge is our premier level of home care, offering the highest degree of personalized attention and services, tailored for the specific needs of each patient. A cross-functional team—a true “village of experts”—will focus on improving the quality of life for your loved one, ensuring their comfort and independence at home. Your dedicated core team includes a Registered Nurse, a dedicated professional Care Manager, Care Ambassador, Scheduling Coordinator, and Certified Home Health Aides. These team members tend to the clinical requirements and daily living activities of your loved one, while also enhancing their cognitive and social engagement, interacting with family members, and providing ongoing emotional support.

We’ve also developed strategic partnerships in the community with other providers, to offer additional services as needed by our clients. And we’ve developed an advanced, user-friendly technology platform to enhance support and increase engagement with every family.

### Areas of support include:

- Weekly Care Management
- Customized Plan of Care
- Enhanced Social & Cognitive Engagement
- Enhanced Meal Preparation
- Family Engagement
- Technology Platform—Virtual Assisted Living
- Caregiver Support
- Light Housework
- Companionship
- LTC Policy Review
- Recreation







# Alliance Care Manager & Care Ambassador

## A Constant Conversation

Each of our clients is assigned a dedicated care management team to assess, coordinate, and oversee all aspects of care. From day one in Alliance Concierge, you'll be engaged in a relationship with your team, including constant communication regarding your loved one's needs. A dedicated **Care Manager** will oversee your plan of care, communicating with you regularly to evaluate your needs and adapt your program. Unique to our approach is a **Care Ambassador**, who will communicate with each caregiver on a weekly basis to assess how they're doing; to determine if all needs are being met; and to ensure that your team has exactly what they need to deliver the most effective and constant care to your loved one.

## Our Concierge Partners

### A United Team Providing Additional Premier Services

Understanding that it takes a village to provide the highest level of home care, we have partnerships with an elite group of service providers, for additional needs that may arise. A complimentary evaluation is included with Alliance Concierge, followed by recommended care options.

#### **Therapy Assessment (Physical/Occupational/Speech)**

Maintaining or regaining strength is critical to life independence. Licensed therapists will discuss mobility, strength, and movement issues, which contribute to fall risk—the leading cause for elder hospitalization.

#### **Nutritional Counseling Assessment**

Food is often overlooked in a home care program. Our “Food Doctor” is a Registered Dietitian who will review your plan of care and medical records, to help determine the best food options to thrive at home.

#### **Coaching & Cooking Session**

After the Registered Dietitian creates the menu, our organic chef will bring it to life with cooking sessions in your home, to prepare healthy meals for several days.

#### **Psychology Evaluation**

Our clients and families are going through major life changes and may benefit from speaking with a therapist. Our partners specialize in aging issues such as sadness, loss of memory, independence, and significant others.

#### **Legal Document Review**

An elder law attorney is available to provide a free review of documents like POA, HCPs, and living wills, to ensure correct legal documents are in place and current.

Your Care Manager can recommend many other specialized partners, including wellness experts, financial organizers, pet/art/music therapists, and more.



# VAL™: Virtual Assisted Living

## Enhancing Communication, Increasing Engagement

At Alliance, we have developed an industry-leading tech platform designed to enhance communication for our clients, monitor their overall health, and increase engagement with them at any time. We call this innovative platform VAL, Virtual Assisted Living, which is also a nod of tribute to Greg's grandmother, whose name was Val. This convenient, easy-to-use program enables clients, families, and the entire care spectrum to stay connected.

### Communication

#### Call Me

Quick access to primary contact, automatic dialing to Care Manager, and easy connection to Alliance team and providers

#### Video Calling

Easy video chats with family members, members of the care team, friends, neighbors and others

#### Messages

Easy and instant messaging

### Health

#### Care Program

Surveys to track patient's daily mood, pain, sleep and appetite, alert team of any falls, and monitor trends

#### Documents

Immediate access to see your plan of care, review monthly caregiver schedules, and access emergency form

#### Medication

Medication reminders

### Engagement

#### Photos

Upload and view photos, create photo albums and collages, store photo library

#### Resources

Caregiver check-in/check-out, easy links to favorite websites, games and apps

#### Exercise

Participation in wellness programs, view exercise diagrams, watch Tai Chi and Yoga videos





## Alliance Nursing

With Alliance Nursing, you receive all the services and support offered through Alliance Concierge, with the additional benefit of a professional nursing team. We selectively hire only the most exceptional nursing professionals, with specialized knowledge and multiple years of clinical experience from highly regarded medical centers. Our nurses collaborate with physicians and other healthcare specialists, consistently monitoring changes in a patient's condition and significantly improving patient outcomes through early intervention.

### Areas of critical support include:

- Weekly RN Care Management
- Medication Management
- Physician & Specialist Coordination
- Infusion/IVF Therapy
- Post-Surgical Recovery
- Travel Nursing
- Wound Care
- Mechanical Ventilation Management
- Catheter Care Management
- Ostomy Care Management
- Cardiac & Pulmonary Oversight
- Catastrophic Injury Management
- Hospice Care

“ Having an experienced Registered Nurse in the home brings our clients a higher standard of care, education, and companionship. Strong nursing assessment skills can identify early signs of mental or physical deterioration. This leads to early intervention that, in turn, can prevent hospitalization. In my experience, positive communication between the nurse and the client leads to optimal physical and emotional well-being. ”

Michele Teter  
RN/Director of Patient Services—Alliance Homecare



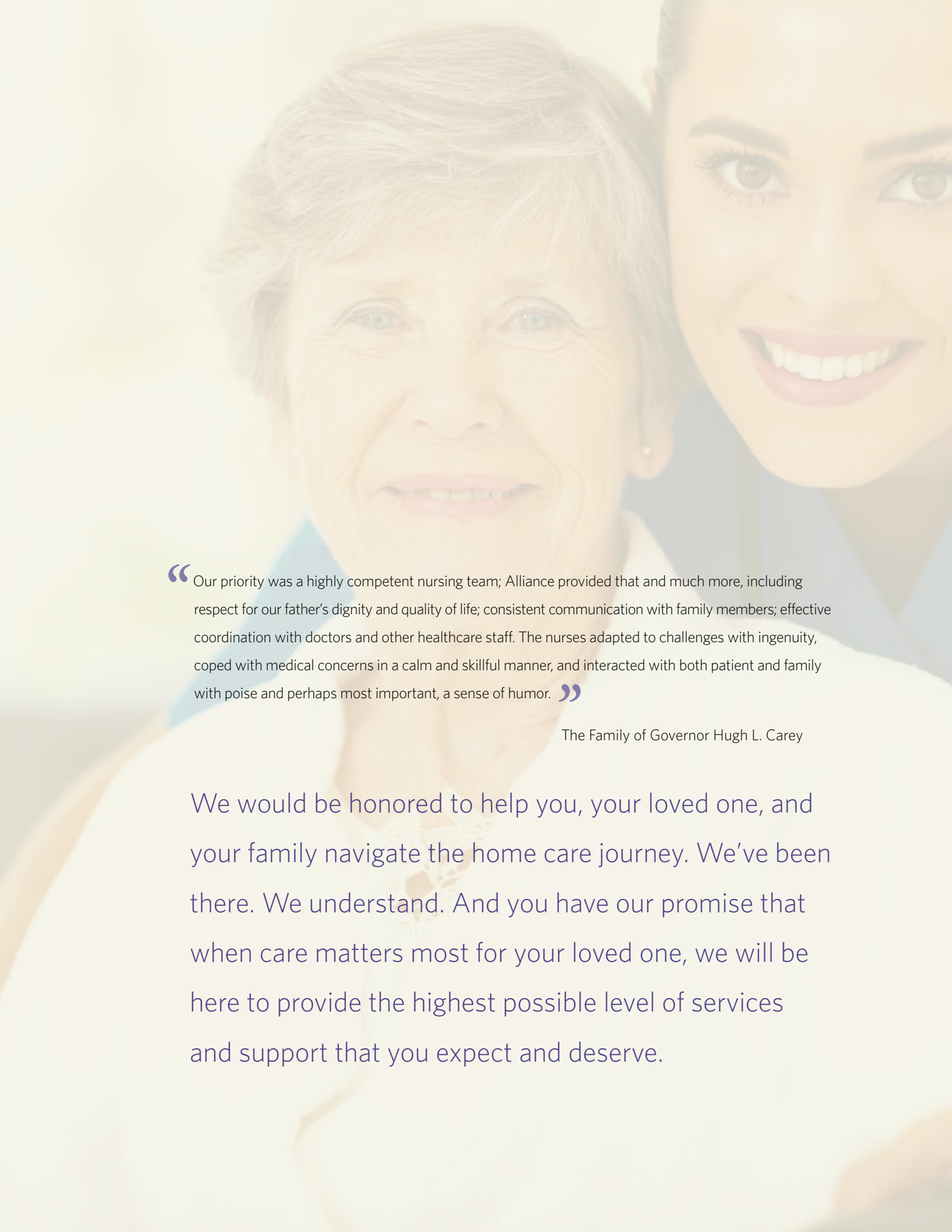
## Alliance Assist

Alliance Assist is ideal for situations when the needs are not as extensive, or for those clients who do not wish to have Concierge or Nursing. In Alliance Assist, as with every level of service we offer, The Grandma Rule ensures that our caregiver hiring and training standards are the highest in the home healthcare industry. You'll be assigned a dedicated care management team, with highly qualified professionals including a Care Manager, Care Ambassador, and Certified Home Health Aides. Alliance Assist provides much-needed assistance for families caring for elderly loved ones who are dealing with chronic conditions, who are disabled, or cognitively impaired, when it comes to managing many of the activities of their daily living.

### Areas of support include:

- Monthly Care Management
- Light Housework
- Medication Reminders
- Mobility Support
- Escorting to Appointments
- Companionship
- Bathing & Dressing





“Our priority was a highly competent nursing team; Alliance provided that and much more, including respect for our father’s dignity and quality of life; consistent communication with family members; effective coordination with doctors and other healthcare staff. The nurses adapted to challenges with ingenuity, coped with medical concerns in a calm and skillful manner, and interacted with both patient and family with poise and perhaps most important, a sense of humor. ”

The Family of Governor Hugh L. Carey

We would be honored to help you, your loved one, and your family navigate the home care journey. We’ve been there. We understand. And you have our promise that when care matters most for your loved one, we will be here to provide the highest possible level of services and support that you expect and deserve.

