



Welcome to the Initial Interview



753 Franklin Ave. Garden City, NY 11530

CONCIERGE #: (516) 373-1516

Book Us Online: www.alltbi.com



Welcome

Thank you so much for inviting us to interview virtually for your care provider position.

We truly appreciate the time you are taking to speak with us about your care needs and offer us this opportunity to be of service.

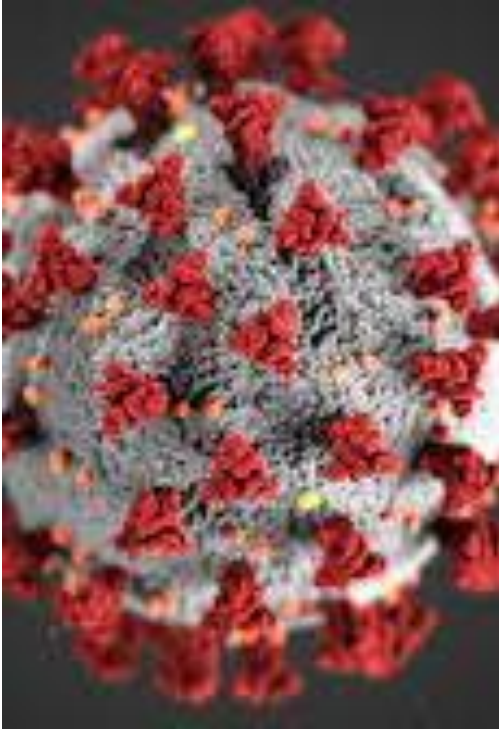
Proper preparation for home care ensures that you and your loved one receive the most from our services. We've put together this presentation as a guide for you.

We hope this presentation will provide you with information to help you prepare for your home care experience. This presentation is designed specifically for you, please don't hesitate to stop us and ask questions or ask us to explain more during the presentation. Also, we don't mind if you hold your questions until the end. Either way, feel comfortable and welcome!

Kindest Regards,

John Paul
Care Administrator

COVID-19 POLICY:



- As we look forward to working with you, we want to share in detail what we are doing to assure your safety.
- Our home care professionals are required to follow and comply with CDC guidelines.
- Our home care professionals are required to wear scrubs, face masks and Personal Protective Equipment while on duty.
- Our home care professionals are encouraged to practice handwashing and maintain proper hygiene.
- Our home care professionals are vaccinated against the COVID-19 virus.



What are The Benefits of Hiring Alliance Services?

PERSONALIZED SERVICE

- Comprehensive Care Management Oversight
- Customized Plan of Care
- Intake and Home Safety Assessment
- Collective Problem Solving
- Scheduling coordination – responsive, friendly & proactive
- Client and family advocacy

ALL INCLUSIVE CARE

- Dedicated Care Management Team
- Full-service concierge care
- Monthly In-person/ Virtual visits
- Bi-weekly phone calls supervisions
- Facilitated access to premier affiliate network relationships



Why Hire Alliance Services?

HIGHEST QUALITY CAREGIVERS

- Extremely selective hiring process
- Dedicated, trusting and professional internal staff
- Screened, fingerprinted and fully-vetted caregivers
- Dedicated focus on orientation & continued education
- Specialized training to work with traumatic brain injury survivors, individuals with Alzheimer's or dementia, cognitive deficits, and memory loss
- Specialized training to work with seniors who are at risk of being placed in nursing homes and assist them to live safely in the community setting of their choice



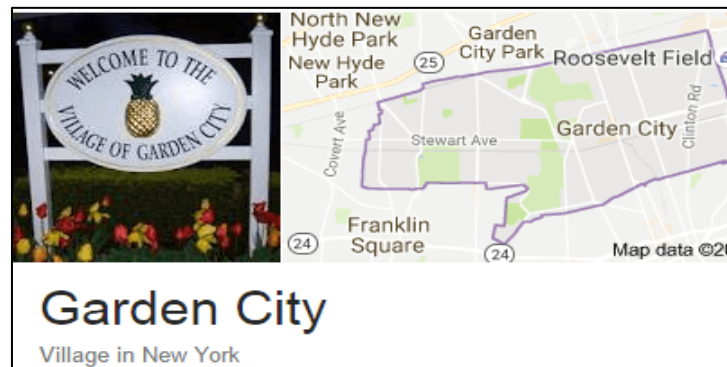
Why Hire Alliance Services?

PEACE OF MIND

- Fully bonded and insured employees
- Certified Caregivers
- Back-up caregiver support
- 24 hours 7 days Emergency Support
- Seamless coordination of care
- Accurate and transparent invoicing
- High-tech employee schedule tracking
- Long-Term Care Insurance coordination
- Courtesy Garden City Senior transportation to and from medical appointments within the Village.

Alliance Privilege Appointment Assistance Program

A program designed to give seniors that live independently peace of mind and freedom to travel safely throughout and outside the Village of Garden City. This program provides companion care recipients and seniors with Appointment Assistance, including courtesy transportation and support to help them to maintain their independence without putting a burden on their loved ones who lead a busy life and have their own families.



* A fee charged only when traveling outside the Incorporated Village of Garden City.



Alliance Privilege
Call: (516) 373-1516
Days: Monday to Friday
Hours of Operation: 10-4pm

Senior Transportation as a courtesy within the Incorporated Village of Garden City by appointment.



GARDEN CITY NEW YORK MEDIA
bringing the community to you

Flat Rate
\$45.95 per hour



Great Care.



Pay as you go.



No contract.



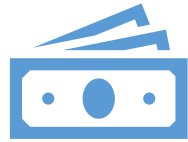
No minimums.

Plan Rate

Start at \$24.95 per hour



Great Care.



Pay bi-weekly



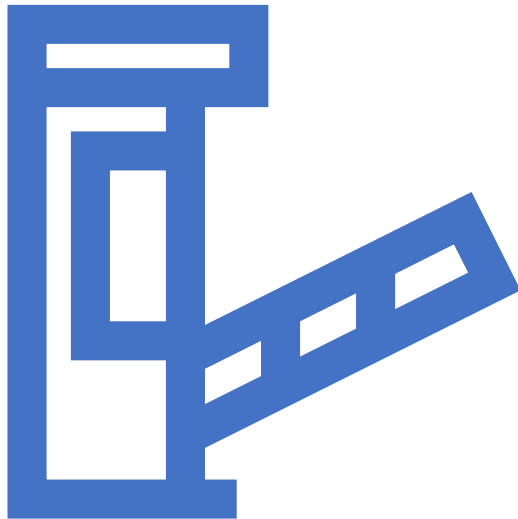
Service
Agreement



40 hours per
week minimum.

Service Agreement/ 4 weeks service deposit

Initial Assessment Fee & Care Plan



- A \$200 retainer fee is required to open your account. This fee may serve as payment for the Initial Assessment & Care Plan work or applied towards the Service Deposit.

Care Delivery Expectation Process



Please Note: We typically require 3 days notice to assemble a team and send in a care professional. An extra charge is required for last minute requests and emergency care services.

Initial Assessment

A \$200 retainer fee is required to open your account. This fee may serve as payment for the Initial Assessment & Care Plan work or applied towards the Service Deposit.

Initial Consultation Deliverable & Tracking							
Patient Name:			DOB		Address		Phone #:
Contact Person:			Contact Phone:		E-Mail:		
Contact Person:			Contact Phone:		E-Mail:		
Week	Date	Tasks		Notes		Deliverables	
1		Initial Consultation (Scheduled the Creative Session)		Client pays \$200 fee to schedule the Initial Assessment and open the service account.		- Initial Emergency contact	
1		Care Coordinator facilitates the Initial Assessment & Care Plan		Client completes Initial assessment and service request forms <ul style="list-style-type: none">• Under 25 hours per week - <i>Pay as you go Deluxe Care Management Plan</i>• Over 25 hours per week - <i>Premium Care Management Plan, including Alliance Privilege</i>		<ul style="list-style-type: none">- Initial Assessment- Initial Care Plan- Introduce Care Professional- Daily reporting- Pay as you go- Bi-weekly billing	
1		Care Coordinator reviews the Service Agreement & request the Service Deposit if applicable		Over 25 hours per week - <i>Premium Care Management Plan, including Alliance Privilege</i> Our Care Coordinator will consult with the Care Administrator to welcome the client to Premium Care Management Plan, including service agreement & service deposit		<ul style="list-style-type: none">- Copy of Healthcare proxy- Copy of Power of Attorney- List of Doctors- List of Medications- Back-up Emergency Contact- Disaster preparedness Plan- 24/ 7 days per oversight	
1		<input type="checkbox"/> Client approves and signs the Care Plan <input type="checkbox"/> Client request to modify the Care Plan <input type="checkbox"/> Client rejects the Care Plan <input type="checkbox"/> Agency refuse the client					
Quality Assurance							
Care Administrator:				Signature:		Date:	



Care Needs

(Choose the level of care)

☐ Level of Care #1

- Total Personal Care, including transferring, toileting and bathing assistance needed. Individual cannot be left unattended

☐ Level of Care #2

- Requires cognitive skills, including memory training to meet challenges associated with Alzheimer's or dementia or traumatic brain injury.

☐ Level of Care #3

- Companion care only: no bathing and toileting assistance; cognition & memory intact

Service Request

(Select the services you want)

☐ **Personal Care:** Help with toileting, personal grooming like bathing and getting dressed

☐ **General Duties:** Help with household chores and light housekeeping, errands like grocery shopping

☐ **Meals and Nutrition:** Help planning and preparing meals, breakfast, lunch and dinner; assist with feeding

☐ **Private Duty Nurse Visits:** Help with medication pre-pour & monitoring

☐ **Cognitive Training:** Help with learning cognitive skills. Using cognitive tools to help a person with TBI, Alzheimer's or dementia by orientating them.

☐ **Social Pursuits:** Community Integration, Support & Improving quality of life

☐ **Bedroom:** Help with changing bedsheets & straighten room

☐ **Laundering:** Laundering and putting away your clothes

☐ **Companion Care:** Companionship so you or your loved one is not alone

☐ **Community Accompany:** Escort to the bank, Broadway shows, concerts library, museums, parks, restaurants, shopping, vacation, visit with family

☐ **Health Care:** Help with doctor's appointments, medication reminders & exercise activities

☐ **Alliance Privilege Appointment Assistance Program:** Courtesy transportation to appointments

Schedule days & times

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 am		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9:00 am	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00 am	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00 am	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00 pm	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:00 pm	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00 pm	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3:00 pm	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4:00 pm	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5:00 pm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00 pm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:00 pm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00 pm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight Shift 8:00 pm to 8:00am		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8 hrs.	_____	_____	_____	_____	_____	_____	_____
Total								_____

Our Competitive Hourly Rate Options

(Choose the option that meets your need)

<input type="checkbox"/> Option #1 <i>Agreement & Service Deposit</i>	<input type="checkbox"/> Option #2 <i>Agreement & Service Deposit</i>	<input type="checkbox"/> Option #3 <i>Pay as you go</i>	<input type="checkbox"/> Option #4 <i>Pay as you go</i>
40 hours or more per week <i>Rate starts at \$24.95 up to \$32.95 per hr.</i>	39 hours or less per week. <i>Rate starts at \$27.95 up to \$35.95 per hr.</i>	25 hours or less per week. (5 hrs. min per wk.) <i>Rate starts at \$29.95 up to \$38.95 per hr.</i>	4 hours or less per week <i>Flat Rate \$45.95 per hr.</i>

- *A \$200 retainer fee is required to open your account. This fee may serve as payment for the Initial Assessment & Care Plan work or applied towards the Service Deposit.*

Care Delivery Expectation


(Choose how soon you need the service to start.)

<input type="checkbox"/> Option #1	<input type="checkbox"/> Option #2	<input type="checkbox"/> Option #3	<input type="checkbox"/> Option #4	<input type="checkbox"/> Option #5
As Soon As Possible	This Week Tentative Start Date: <hr/>	Next Week Tentative Start Date: <hr/>	Next Month Tentative Start Date: <hr/>	Need to consult with others

Please Note: We typically require 3 days notice to assemble a team and send in a care professional. An extra charge is required for last minute requests and emergency care services.



The Service agreement & Service Deposit

- Service deposit equivalent to four (4) week's service charge will be expected upon execution of the service agreement before the start of services.
 - The deposit will be held by the agency without interest for the duration of services. Any unused portion of that amount will be promptly refunded to the recipient upon termination of services. If you request an increase in services, the deposit will be increased proportionately.
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Paying for Homecare



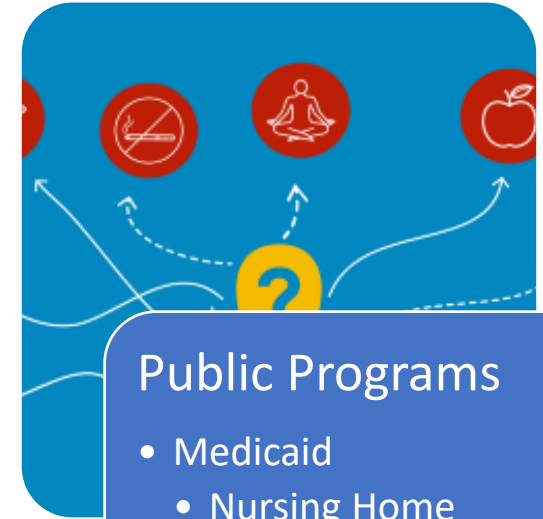
Look to Insurance

- Long-term Care Insurance
- Life insurance



Personal Assets

- Personal savings
- Out-of-pocket
- Tap into Home equity
- Sharing care responsibilities
- Move-in with the parent



Public Programs

- Medicaid
- Nursing Home Transition Diversion
- Traumatic Brain Injury Medicaid Waiver Program



The Intake Process

- **BASIC INFORMATION:** What is your name? date of birth? address, telephone number
- **BACKGROUND INFORMATION:** Where were you born? Parents names? Any siblings? Marriage? Any children? Last grade completed? Last known employer? Last job title? Life started to change when? Change started how? What help are you receiving to meet the changes?
- **INTERESTS:** Hobbies? Accomplishments? Religion? Do you enjoy reading? What type of books? Do you like to watch TV? How soon would you like the help to start?
- Copy of emergency contact
- Copy of Health care proxy
- Copy Power of Attorney
- Pay the Service Deposit

Your payment options

1. LOOK INTO INSURANCE

- **Long-term care insurance** – Some people assume that long-term care insurance is primarily for assisted living, but it usually pays for in-home care professionals too. As a result, you can be reimbursed for your payments to home care agencies that meet the requirements of your policy. If you're planning for your own future, especially if you want to continue to live at home while receiving care, the earlier you start applying for long-term care, the better. For more information call 516-373-1516 or e-Mail: jpaul@alltbi.com for a complete list of long-term care insurance questions and answers.
- **Life insurance** – If you have a life insurance policy, you may be able to convert it into a long-term care benefit plan, providing cash monthly payouts for in-home care. Check with your insurance provider for details on your plan.

2. USE YOUR PERSONAL ASSETS

- Most families wind up using personal savings to meet the needs of caring for an older loved one. Paying out-of-pocket can pose a hardship for many family members if the person needing care doesn't have enough savings or assets to cover their own needs.

Here are some creative ways families manage the challenge:

- **Divvy up the duties** – Call a family meeting with your loved one, their partner or spouse, your siblings, and other close family members to determine what needs to be done and who has the time, ability, or resources to do it. Family members who live farther away may be able to offer more financial help. Those living nearby may be able to assist with driving, shopping, or personal care. When outside help is needed, determine together how you will share the cost. It's best to come to an agreement early and then adjust as the circumstances change.
- **Tap into home equity** – If your loved one owns her own home, consider a home equity loan to defray the costs of professional in-home care.
- **Move in with Mom** – Is there someone in the family who would be a good roommate and also could benefit from free room and board in exchange for help with dressing, cooking, cleaning, and walking the dog? A college student or single adult might be able to shrink out-of-pocket costs for caregiving by being there during non-work or school hours.

Your payment options

3. ACCESS PUBLIC PROGRAMS

These programs serve people with very low incomes:

Medicaid covers some short-term care if you've had a hospital or skilled nursing stay or rehabilitation.

- The Nursing Home Transition and Diversion (NHTD) Medicaid Waiver is a program that offers New-Yorkers with disabilities and senior citizens a way to live in the community. The NHTD program offers a wide range of special services that will help people in their daily lives. These services include re-teaching basic skills, building ramps to allow access to homes, and safety monitoring. For more information call 516-373-1516 or e-Mail: jpaul@alltbi.com for a referral.
- The New York State Department of Health (DOH) Traumatic Brain Injury (TBI) waiver program provides services to persons with a TBI. The purpose of the program is to help persons with a TBI live in the community setting of their choice. For more information e-Mail: jpaul@alltbi.com for a referral.

Six (6) Frequently Asked Questions

1. **Do you have a Service Contract I have to sign?**
2. **Can I change or discontinue the services my loved one receives?**
3. **Do I pay the caregiver directly?**
4. **How does Alliance Services screen and hire caregivers?**
5. **Will my family member always receive care from the same caregiver?**
6. **How is the privacy of my personal information maintained?**



1. **Do you have a Service Contract I have to sign?** There's no service contract with Alliance Services. Sign a service agreement and use the pay as you go option. That means you can use our services for only as long as you need and with 100% satisfaction. Start enjoying worry-free senior care now!
2. **Can I change or discontinue the services my loved one receives?** You can change the number or type of service we provide your loved one whenever it's necessary. We understand the care situation can quickly change, so we're as flexible as possible with your loved one's care. Plus, you're never bound to a long-term contract, so you can discontinue your relationship with Alliance Services at your discretion.
3. **Do I pay the caregiver directly?** No. You (or an authorized representative) are only invoiced after the completion of services. Usually, this happens weekly. You never have to pay caregivers directly. And you'll never be asked to pay an additional fee to any employee.
4. **How does Alliance Services screen and hire caregivers?** Alliance Services interviews 25 caregivers for every one that we hire. We start by requiring a minimum of two years of verifiable experience with excellent references. Next, we conduct thorough background checks including local and national criminal records, driving record checks and verify eligibility for employment. Alliance Services caregivers are fully bonded, insured, licensed where required and covered by workers' compensation insurance.
5. **Will my family member always receive care from the same caregiver?** Our goal is to establish a long-term caregiving relationship with your loved one. Should your family want to request another caregiver for any reason, we'll search for a match until your family is happy. We understand that a strong rapport and trust with a caregiver is vital to a successful home care experience. If your loved one receives care for many hours in a day or at different times of the day throughout the week, it may be necessary to schedule more than one caregiver in a given week. If your family requires multiple caregivers, our goal is the same: we want you to be satisfied and happy. We'll do what it takes to make sure we achieve that goal.
6. **How is the privacy of my personal information maintained?** We adhere to all applicable federal and state guidelines related to privacy of personal and healthcare information. This starts once we have a formal services agreement, before a caregiver even comes to your family member's home. The written service agreement stipulates the exact restrictions on the use of your information, which clarifies that even authorized individuals will not be given access to information without a client's – or legally authorized representative's – formal consent. Your information is never sold to a third party under any circumstances. In fact, only the office personnel and caregivers who are directly involved in your services will have access to information related to the care of your loved one.