



RELIANCE HOME SENIOR
SERVICES

PSB HOME CARE AGENCY D/B/A RELIANCE HOME SENIOR SERVICES LLC.

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To Whom It May Concern,

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My name is Dana Arnone. I am a registered nurse and owner of Reliance Home Senior Services. We are a licensed homecare agency serving Nassau County and the boroughs of New York. I wanted to take the opportunity to introduce our company and our mission. Reliance is eagerly trying to change the landscape and perception of home health care and its workers. How are we doing this?? Firstly we started a not for profit "All things homecare". This non-for-profit was started with the goal to assist the community. And for those who may want to enter into the home health aide field of employment. We hope to get out and discuss job opportunities in this field and the benefits of becoming a home health aide. Giving workshops in local libraries, community centers and schools is one way we are trying to start this conversation. Reliance is also the first homecare agency bringing the conversations to the local malls. Reliance has kiosks in Green Acre Mall as well as Broadway Mall in Hicksville. This New Year Reliance will be moving our corporate office to the Massapequa Mall. We hope by opening up in local malls we will be able to bring the idea of homecare to the people, starting that conversation.

Job Opportunities is one of the greatest missions for Reliance. Reliance employs hundreds of home health aides throughout the county and looking to hire many, many more. Encouraging and assisting people to go to school to become a home health aide is a daily drive for our managers. By raising the standard of the job, offering 401k and life insurance to all employees, we hope that more people will enter into the field and respect the position of home health care worker. Reliance will assist with payment and offers scholarships for people to attend school to become a home health aide. Reliance is also the first agency to offer ESL to our employees. Communication with our families and loved ones is imperative. We at Reliance understand safety is priority and speaking English is a must. We will be offering English classes specific to homecare and will be a mandatory condition of employment.

Reliance also offers a mentoring program. This program assists newly graduating home health aides with a preceptor who can assist and encourage new aides and achieve a positive work experience. Success as a home health aide is not always easy. Many situations can affect the outcome of a new employee. Having a mentorship program can help a new aide in the transitions to the home.

Lastly, at Reliance we really care. We listen to our employees and the families we care for. Communication is always at the top of our compliant list. In an effort to facilitate better communication, Reliance developed our own APP. This App was designed to bring together the agency, family and home attendant. Better communication will assist the agency to ensure a positive outcome with our employees and families. We also hold a monthly open house for all new enrolled families. We encourage our families to come visit our office, met our staff and ask any questions pertaining to expectations of homecare.

I hope this gives you a better understanding and inside look at our company. More information can be shared and viewed by visiting our pod cast "All things homecare with Dana Arnone, RN".