



# volume 2 Culture Book

## Alternate Solutions HomeCare





volume

2

# Culture Book

Alternate Solutions

# HomeCare

**Alternate Solutions HomeCare Culture Book: Volume 2**

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Welcome to the second annual Alternate Solutions HomeCare Culture book. The feedback from last year's edition was so positive that we eagerly set out to do it again...and in the process, improve upon that first publication. The idea underlying this book is simple—to focus our company's greatest asset, our Culture.

As many of you know, there are other companies that provide similar services in our markets. The difference between us and them is our Culture. Every company has a culture, either by design or by default. We choose to have ours by design.

If you are not familiar with the term Company Culture, it could also be viewed as “the way we do things around the organization.” Our Culture describes why we are in business and what we are trying to accomplish, as well as defining the core beliefs of the company.

You might be curious why we think Culture is so important. When we started ASH in 1999, our only priority for the company was “to grow.” The first six years in business were very hectic, and very often we were more focused on putting out fires and trying to control unmanageable parts of the business. Our turnover was high and the results for our clients were only average.

A few years ago, we decided that establishing and reinforcing our Culture had to be our top priority. Ever since then, our operational and financial results have dramatically improved, as have our quality outcomes.

Recently, we were recognized by our community with the Better Business Bureau's top award for Integrity. We were also named one of the Best Places to Work in the state of Ohio. Our quality outcomes for our patients and operational efficiency have been recognized as being in the top 1 percent of all home health agencies in the country, which is even more impressive when you consider that there are 10,000 home health care organizations nationwide.

Our Culture is based upon the following three elements.

## VISION

We are committed to being the preferred provider in every market we serve. This means that we try to create an experience that is so special for our clients that if they would ever need home health care services again, they would contact us first. In addition, our patients would recommend our services to anyone they may know who is in need of home health care.

## MISSION

Improving quality of life... in the comfort of home.

## BELIEFS

These are the ground rules for operating our business. They describe how we feel about our customers, what characteristics are essential to success, and how we expect our co-workers to act on a daily basis. We share these beliefs with potential co-workers before they are hired to make sure they believe in the same things. In addition, we sit down with new employees and conduct a “Beliefs” interview with them. During this meeting we discuss in great detail what each of these mean to our organization.



## HERE ARE OUR EIGHT CORE BELIEFS:

### We CARE for our customers like they are our own FAMILY.

Our customers allow us into their homes, into their personal lives at a time when they are most vulnerable. It is an honor for us to care for them and we become part of their family. In 2009, the company received the Fazzi Bestworks Award of Distinction for superior performance in operations and patient satisfaction.

### We view QUALITY and TRUST as the cornerstones of our business and the top responsibility of all employees.

Quality is expected and measured in every aspect of the company: Quality of care, Quality in operational efficiency, Quality in compliance, and Quality in financial performance. These measures are dependent upon each one of us performing our individual duties and responsibilities at an outstanding level, as they in turn create quality throughout the company. The company's unique Employee Performance Standards (EPS) program encourages empowerment, employee initiative, and increased productivity. The EPS standards are benchmarked against all home health agencies in the country and we strive to be in the top 10 percent in the U.S. These performance metrics are measured and reported weekly to each person. The program provides quarterly bonuses for achieving very good or outstanding performance. Since implementing this program in 2006, the company has seen dramatic improvement in all metrics.

In 2009, the company was named a Homecare Elite 100 company, placing the company in the top 1 percent of home health care agencies in the United States for operational and quality accomplishments, which is even more impressive when you consider that there are 10,000 home health care organizations nationwide.

### We recognize that our EMPLOYEES are essential to our success and we believe in providing an environment that rewards for outstanding performance and provides training, self development, and career opportunities.

ASH believes in promoting from within, which enhances the Company's position as an employer of choice. To maintain the highest quality of care, the company aggressively employs continuing education as a means of differentiating our quality of service. The company has invested heavily in management training and development programs with Dayton-based Aileron, an entrepreneurship development company founded by Clay Mathile, the former owner of the Iams Company. The company operates an internal AS University course for mid-managers. In 2009, twenty-seven mid-managers participated in the programs, which included four tracks of year-long coursework. The program focuses on continued development of our future leaders and ensures bench strength for growth. The courses are taught by the Leadership Team and external industry experts. The company believes this to be a major reason that ASHC's turnover rate is significantly lower than the typical agency.

## **We hire for ATTITUDE and train for skill.**

We recognize that the correct attitude is more important than technical skill. The company places higher regard on and ability to work in a team environment attitude than technical skill when hiring. We also utilize state of the art technology and formal training programs to shorten the technical learning curve.

## **We work as a TEAM to attain success.**

Many of the individual EPS standards are dependent upon each other, and several team members may share an EPS. This encourages co-workers to work together to achieve common goals. This teamwork also encourages us to learn more about other departments and functions of the company creating a more well-rounded and knowledgeable staff. The company has open communications through a Field Staff Advisory Group (FAC). FAC representatives periodically meet with leadership to discuss issues or concerns. This unique program provides a vital communication link between the field staff and the office.

## **We act with HONESTY and INTEGRITY.**

Every employee understands the sacred trust our customers extend to us. It is our duty to act with honesty and integrity in every aspect of the company and in our personal lives. The company has been awarded the Better Business Bureau Integrity Awards in both Dayton (Integrity Award) and Cincinnati (Torch Award).

## **We support the COMMUNITIES in which we work and live.**

Through the Alternate Solutions Community Outreach Program, the company donates money to local charities, which are nominated by and voted upon by the staff of each agency. The funds are kept within the communities where the agencies serve. Additionally, the company further supports its staff and their families by providing funding to youth programs.

## **We operate our business in a FISCALLY responsible manner.**

Many of our EPS standards are clinically, financially, or operationally focused. Since the implementation of the EPS program, EVERY clinical, operational, and financial metric has dramatically improved.

Our success is dependent on carrying out these eight core beliefs. Each new hire receives the below beliefs card within one week of starting with the company.

The rest of this book is filled with comments from our patients, friends, and colleagues in the community, and our co-workers. We gladly and gratefully share this Culture book with you, and hope it provides the same positive sense of the company we have created by working and caring together.

David and Tess



# What Makes Us Different Than Other Companies?

Alternate Solutions HomeCare (ASH) strives to be different from other home care agencies by putting our customers first. Our customers include our clients, their families, our referral sources, our community, and our employees. The Mission Statement and Vision help to direct our employees towards providing the top services to our patients, which in turn will serve our other customers

ASH leads by example, from our leadership team down through all employees. We are all ambassadors and marketers for our company. We take pride in the fact that we all have a distinct goal in mind, and we all work towards that goal. Using teams and work groups, we can break down the larger goals into smaller tasks and accomplish great things.

## Culture and Team Building

ASH uses many tools to develop culture and team building throughout the year. Teams are created to help organize carry-ins, special events, and our charity events. Offices share trivia days, birthdays, holiday "Secret Santa" fun, as well as getting a very large amount of work completed every day. Approximately 20 employees participate in the Biggest Loser competition, encouraging wellness and fitness with the benefits of improved health and weight loss. Last year, we lost a total of 160 pounds, which could be a whole person! We need to think about weight management as we really like to eat! Carry-ins, bake offs and snow day lunches help us to maintain our food intakes. Any monies collected during bake offs, drawings, or other games are used to send to designated charities such as Susan Komen Breast Cancer Awareness Fund and Great American Bake Sale to support breakfast programs in inner-city schools.

We offer many other activities as well, including book clubs, Movie at Lunch, Show & Tell Days, working with the Humane Society to have "guest" dogs come and visit for walks around the block. Our Giving Tree during the holidays is a very popular activity, along with our food collections for our Secret Santa Surprise bags, given to over 50 clients who have shown great need. We wear red shirts on Friday in support of our troops serving outside the United States and use some of our bake off money to send care packages to our family members who are stationed outside the United States. All employees and clients receive flowers when they have a death in the family; flowers are also sent for new babies or when someone is ill. We remember all internal employees with birthday cakes. All these things add up to an average day around ASH.

## Communication

ASH provides communication of events, new programs, and new goals to all the employees, using the technology and work teams we have in place. Using Outlook e-mail, we can alert staff to weather changes, contact staff about clients, and changes in patient care. Our field staff is always connected to our internal staff 24 hours a day if need be. We have internal staff on-call and after hours to help provide that link to the internal office. We use Huddle Meetings in the morning to distribute current information and changes that could be seen during the day. We are alerted to visitors and new employees going through training. Through our All Staff Meetings, our field staff learns of new programs





and educational programs along side our internal staff. Connectivity is stressed during all meetings and events. With the use of LifeSize video conferencing, we can connect all of our offices for meetings, educational programs, and All Staff Events. This saves on travel time and allows our employees to be more productive. We use our Culture book to show our accomplishments and to help with educating new employees. Our monthly newsletter also helps to solidify accomplishments and news within the company. Every baby born, marriage, educational accomplishment, and human interest story is shared via e-mail and/or the newsletter. We have even been able to provide new homes to pets in need of adoption.

### Medical Charting and Internal Software Connectivity

Our medical charting uses our Homecare Homebase software to streamline information about our clients to facilitate more patient contact and decrease paperwork and charting. This system has two sides to the software, including PointCare, which most employees will describe as the “Four Quadrants,” where patient information is divided into four distinct sections. PointCare allows for scheduling in an efficient manner along with reports to help with quality assurance. Training for both the internal staff and the field staff is extensive so that we can use the system to its fullest potential.

### Training and Education

Training of staff is of utmost importance. We train during orientation, and training is then ongoing for years of employment. People are chosen for special programs, including Dream Manager, Computer Training, ASH University, and many other programs. Training needs are assessed via a Needs Assessment and/or a Return on Training Investment Survey.

Annually, employees complete a Needs Assessment or a Return on Training Investment Survey to determine if outside training is needed or desired to help with professional and personal development. Field and internal employees are asked to complete these surveys to better plan for the next year’s training and to meet the educational needs of our employees.

Our beliefs include the statement that “We hire for attitude...and train for skill.” It is a cornerstone of our business and how we feel about people. This can only be done if we plan, develop, conduct, and evaluate training for each employee and encourage them to learn something new every day. ASH University helps to prepare those who would like to be on a leadership track or desire to work towards managerial roles.

ASH100 is the foundation of our managerial training program. Everyone firmly believes in developing and maintaining the culture that we have been developing over the last three years. Team building, knowledge building, and behavior development are essential to the culture that makes ASH a great place to work. The directors, including Tessie and David, have been planning for the mentoring and managerial development that must occur to allow the business to grow and to promote from within. ASH100 was drafted and implemented in 2008 to start the development of managers and to build on the skills that they brought with them as they started with the company. To this point, many of the managers had roles as managers and directors prior to their employment with



**Community  
Award 2006**

ASH. It was the task of the ASH100 class to mold these existing managers into the cultural fit of ASH.

The Graduates of ASH100 now make up the members of ASH200. The monthly meetings now focus on an advanced level of communication, strategic planning, financial responsibility, and personal development. This group now works on topics that are concerns of the directors of the company. Topics include employee recognition, holiday scheduling, coaching, intellectual intelligence, corporate compliance, advanced technology used within the company, and managerial skills. The group is headed again by Linda Kramer and Chad Creech, but this year-long process involves other directors, including Lisa Morrison, Director of Clinical Operations and Doug Harris, Director of IT. In 2010, we are adding two new classes to our ASH University. ASH150 is for those who have completed ASH100 and continuing their educational journey. ASH300 is for those who have completed ASH200 and are taking a more financial approach to developing their positions within the company. In our December training classes, we hold our graduation. This brings our class to an end for the year and allows us to network with other ASH classes. Motivational speakers are included in our graduation program along with lunch, tokens of appreciation, and certificates.

Each year, we track how many employees go to outside educational meetings and classes to bring back information to their co-workers to improve productivity, communication, and to strengthen how we do things. The following is an example of the numbers of classes and meetings.

- Customer Service Training
- Communicating with Tact
- Dealing with Difficult People
- Sales Leadership Training
- Clock Testing
- OASIS C Training
- HCIN Coding
- Excel I, II and III
- Power Point
- Publisher
- Get Motivated
- Dementia Seminar
- NAHC Annual Meeting
- HCHB User Conference
- E-Filing Training
- Home Care Marketing Success
- Project Management
- Nutrition Care Process Training
- Health Savings Account Training
- Employment Law
- CLE Legal Education
- Coding Update 2009
- OASIS NP
- Dream Manager

Annually, our field staff and licensed professionals continue their education by attending In-House Competencies. This allows us to monitor changes in their personal development as well as manage criteria and remain compliant with what is required by law, by our Medicare standards, and our Accreditation Commission for Health Care (ACHC) standards. Every practicing field employee is required to complete hands-on verification of skills with equipment used in the field, PDA use, phlebotomy needs, wound care, and wound care photography.

### Family Events and Fun Events

Events often include family to help build the feeling of our tagline, "We Care Like Family." We have planned events, such as open houses, Take Your Child To Work Day, the summer event, and the holiday party. Committees plan for these events all



year to provide great opportunities for employees to get to know each other outside their normal work day. The children often come in with parents to pick up supplies or pay checks, and they get an opportunity to look at the fish and the large-screen television, and to see where their parents go to work every day.

For the last three summers, our events committee has worked hard to provide a family-oriented event where employees could visit with each other and get to know each other away from the workplace. Last summer, we went to the Dragon's game and were able to spend the evening enjoying a picnic, Heater and Gem, a baseball game, and some hot chocolate. It was a cold night, but we had a lot of fun.

The events committee is also responsible for the holiday parties for employees and their significant others. This party is a more adult event with dinner, music, dancing, door prizes, and dance contests (including limbo and the chicken dance). Last year we did some gambling at our first Monte Carlo night. Many employees played black jack and Texas hold'em for the first time, and their winnings went towards a drawing for gift baskets, which had been assembled by the events committee. The events committee provides team building activities where employees from different departments work together to plan a fun evening.

Alternate Solutions HomeCare celebrated its 10th Anniversary this year. David and Tessie have been working since 1999 to lead the company to the place it is today. All three offices celebrated with festival-like activities, grilled hamburgers and hot dogs, ice cream, popcorn, and other treats. Highlights of the day's activities included a pie-in-the-face auction, cornhole tournaments, and a water balloon firing squad. All monies collected this day went to the food bank.

## Employee Rewards Programs

Each employee works hard to do the best job they can to help themselves, those around them, and the company. The employees participate in Employee Performance Standards (EPS), where everyone has three goals for each quarter that will be integrated with other EPSs to allow the company to have improved outcomes for clients, more efficient work flow for internal procedures, and increased productivity for those who deal with numbers and measurable goals. This holds employees accountable for their own successes and allows the managers to be objective in providing raises and bonuses. Each quarter, each employee also completes a Cultural Checkup to review where their supervisor sees them in the workings of the company. Topics covered include working well with teams, customer service, and ability to communicate with others.

## Customer Service and Customer Care

One of the ways we are measured as a health care provider in home care is how we are able to keep our clients safe in their home and not traveling in and out of the hospital. This last year, we have developed a telemonitoring program where one of our internal nurses calls up to 70 clients a day to remind them to take their medications, discuss their symptoms, and to reassure them that they are safe and well in their homes. She works with them to discuss healthy snacks, taking medications at routine times, taking blood pressures and blood sugars that are important indicators of health status, and to remind them of their nurses and provide phone numbers if the client forgets. Our Field





Administrator and Director of Clinical Operations will tell you of the positive comments from our clients and their families about this additional step to help our clients stay safely at home.

Being the best employee you can be starts with being the best person you can be. This is the framework of the Dream Manager Program at Alternate Solutions HomeCare. Dream Manager course started out as a broad collection of employees who worked with Thom Monahan from The Life Purpose Center of Montgomery to see how positive change can be. Tom uses the following anagram often to help us remember how to make positive changes happen in our personal lives and in the workplace.

C—Commitment needs to be 100 percent

H—Habits take about 21 days to become a part of our lives

A—Attitude is a choice of the individual

N—New—everyday is a new day and the day when change can happen

G—Gratitude—find joy every day and take inventory of our successes

E—Education—knowledge is powerful

A core group of 10 people received monthly one-on-one meetings with Thom to work into that “best person” they could be. Many other staff members were involved with monthly Lunch & Learn Meetings to continue their goals.

### Here are some fun facts about our company from 2009-2010:

1. We sent 25 boxes overseas to the troops—all three offices represented; approximately \$900 collected through our Random Acts of Kindness Day drives and bake off money collected.
2. We delivered 55 Secret Santa gift bags to our seniors in need in the Dayton area; approximately \$1,200 collected through our Giving Tree and canned food donations.
3. We collected \$350 through our bake offs for the Great American Bake Sale to help feed school-age children in breakfast programs in inner-city school systems.
4. We collected \$75 through cook offs in October for the Susan Komen Breast Cancer Awareness Fund
5. We collected \$50 through bake offs in February for the American Heart Association
6. During the year, all three offices have donated over 1,000 pounds of canned goods to area food banks via food barrels
7. The Columbus office participated in a 5K Walk/Run for Arthritis.
8. The Dayton office had Paw Walker visitors from the Humane Society; 11 dogs came to walk with our employees at lunch time
9. Charitable contributions to the area food banks, St Vincent de Paul's fan and air conditioner fund in Cincinnati, and the St. Vincent de Paul Society in Dayton, which funds training programs in money management, job training, and job placement, as well as family and parenting classes





10. We were able to save two stray cats—"Bagel" in the Columbus office and "Bologna" in the Dayton office—and find them good homes. Our employees have also helped find homes for pets of our clients who can no longer care for them.

11. We conducted three clothing co-ops in the Dayton office: trading clothes and books we were tired of and encouraging staff to give the clothes and books a new home. One person's trash is another's treasures—and no dumpster diving. We also had a yard sale to help an employee who needed quick relocation.

12. We wear red shirts every other Friday to support our troops who are overseas.

13. One of our Home Health Aides hired an Elvis impersonator to sing "Happy Birthday" to one of her regular clients who was having a monumental birthday. She has a scarf to commemorate that day!

In summary, all the activities and programs lead to being the preferred place to work, with high retention rates. Our office ambiance and surroundings definitely make for a great place to work. The fish tanks are an attraction to new employees in orientation and all visitors. The soda fountains are a big hit, the two employee kitchens are not only functional but centrally located to keep all employees well hydrated and well fed. We have gourmet coffee, fresh iced tea, filtered water stations, along with ample freezer and refrigerator space for employee use. The decorations and plants help to increase the visual appeal of the office and make us all proud of the place in which we work.

The new training facilities are state-of-the-art in technology, lighting, and sound. It is a great area to train employees, hold educational meetings, and entertain. The patio and courtyard help to add that "family" feel to our buildings, and we take advantage of them during the warmer months. The cookouts also add to that family feeling during employee functions. From an educational perspective, we have room for cooking classes and many other fun activities that help provide skills and talents to our employees that they can take home with them and share with their families. ASH is that great place to work—a place to showcase to visitors; a place where you know not a day goes by that we are not taking care of our customers the best we can...every day.



Counties we serve



## CHOCOLATE CARROT CAKE

### INGREDIENTS

2 cups sugar  
2 cups flour  
2 teaspoons cinnamon  
2 teaspoons baking soda  
1 teaspoon salt  
1/4 up cocoa  
4 eggs  
1 1/2 up Crisco oil  
2 cups grated carrots  
1 cup nuts

### DIRECTIONS

Mix all ingredients and pour into 3 pans. Bake at 350° for 45 minutes or so.

– From Sandie Sierschula, RN CFSS

Julie and Dan Aughenbaugh



Culture at a company like Alternate Solutions means an environment where people come first. It means working in an environment where the idea of “care” is put back into “health care.” It means caring for a patient, not just treating them.

–Stacey Walsh, OTR/L, MED

ASH is more than a place to work. We can all feel free to be ourselves, and that makes it so much easier to do a great job every day. When I was sick, everyone was concerned, compassionate, and caring. Our nurses are so special. Our patients just love them. The people that I work with are truly like family.

–Erin Combs, PSC

Everyone here really does care like family, for our patients and for our co-workers. Last year, during a wind storm, Lisa paid for rooms at a nearby hotel so field staff and office staff had somewhere to go if they needed to shower or use a source of electricity. I love the people that I work with.

–Kathleen Watkins, PSC

Gina Chiacone and Kim Winters



Judy Hayes



The King



Culture means a way of life, made up of values and beliefs. ASH has all the same values and beliefs that I hold myself, in all aspects of life. I have never met an employee who did not love what they do. ASH does care like family, and it is evident with the top-of-the-line technology and how they treat their employees. We have great teamwork.

—Laura Guptil, LPN

Working at ASH has allowed me to move out while still going to school. I am glad to work with people who help me further my career. I see e-mails about how everyone helps everyone else with anything that might come up...finding a new home for a pet or obtaining a freezer. We are all so willing to just help those in the community. I like the flexible hours since I work part-time, and it is a great work environment.

—Michael Lefeld, Billing





Culture starts as the underlying foundation upon which all other functions, processes, and rules are built. My experience at ASH has been unbelievable. From day one, the organization embraced me from top to bottom. With each testimonial letter, we see that the clients feel as though they are being treated with respect and care—just like we would treat our own grandmothers. The culture is the basis of everything that we do, and it creates an effective and focused way to work, which makes many decisions easy. For the first time in my career, I feel that I stand shoulder to shoulder with every person in the organization.

—Eric Masters, Marketing Manager

Anthony Ganzsarto



Heater and the Kramer boys

What makes ASH my choice of employment is the support and understanding from my supervisors. ASH is a family in itself, one that you need to be a part of to understand the relationships and support that we share. We all share the same goal, company growth with the patient's best interest in mind, not at the expense of the patient's pride.

—Cindy Shockley, RN Case Manager



Tessie Ganzsarto



I have been an OT for twelve years, and this is the best, most diverse company I have worked for, taking into account the broad spectrum of cultures that one comes into contact with in home care. Culture is a broad term that takes in the age, beliefs, traditions, behavior, and routines of a particular group of people. The ASH statement, “We Care Like Family,” applies to our clients as ASH gives the employees the means to care for our clients like family; but also, it includes the employees’ families. As a mother of a child with special needs and a seven-month-old, I don’t know that I would be employed had it not been for ASH trying to work with my need for a flexible schedule. I feel fortunate and hope to work for the company for a long, long time. One of the best things about the company is their communication and organizational skills. I never feel “left out” or “in the dark” about what is going on. I greatly appreciate the training and CEU opportunities.

—Jenn Osborne, OT

Traditionally, a company’s culture is a group of people who share the same values, ethics, ideals, and benchmarks to achieve short- and long-term goals. At ASH I feel like a “starter,” if you will, on the number-one team in the land. My ideals of helping people and how people should be respected and treated like family members, I feel, are shared by the rest of my teammates. I am excited to come to work every day knowing what an important role I play in someone’s life. ASH, I feel, acknowledges this by how wonderfully we are treated and respected by the rest of our team. With everyone putting forth the effort to achieve our number-one goal—helping/treating patients like family—there is no way we won’t be the preferred provider in every market we serve. Number-one seed in the market every year. This makes me proud to be an employee here!

—Mark McEntire, PT

Brian Kramer on the pitcher's mound



#### INGREDIENTS

3 pounds chicken wings  
2" piece fresh ginger—1 Tbsp. grated  
1 heaping Tbsp. fresh minced garlic  
2 Tbsp. Jamaican Jerk seasoning  
1/2 tsp.-1 tsp. crushed red pepper flakes  
zest and juice from 1 orange  
1/2 cup soy sauce  
1/2 cup brown sugar  
2 Tbsp. toasted sesame seeds

### JAMAICAN JERK CHICKEN WINGS

#### DIRECTIONS

Place wings in a mixing bowl. Zest the orange and set the zest aside. Cut the orange in half and juice it into the mixing bowl. Next add the soy sauce. Add grated ginger, minced garlic, Jerk seasoning, orange zest, and crushed red pepper flakes to the bowl. Allow to marinate at least 1 hour. Pour wings and marinade into a baking pan. Bake in a pre-heated 350° oven for 45 minutes or until the chicken is cooked completely through. About halfway through the cooking process, pour off the cooking liquid into a saucepan. Add brown sugar to the liquid. Simmer on low until sauce thickens to the consistency of gravy. Pour sauce over wings and toss them to coat each wing with the sauce. Sprinkle with toasted sesame seeds. Serve hot.

— From Lisa Beal, RN CFSS Liaison

## INGREDIENTS

1 lb. boneless, skinless chicken tenders  
1/2 tsp. poultry seasoning  
1/2 cup chopped celery  
1/2 cup chopped carrots  
1/2 cup chopped onions  
2 tsp. chicken bouillon  
6 cups water  
1 cup noodles, uncooked

## CHICKEN NOODLE SOUP

### DIRECTIONS

Place the chicken and the water in a saucepan and bring to a boil. Add salt and pepper to taste. Cook until the chicken is done. Take the chicken out of the pan and chop. Place the vegetables, poultry season, and chicken bouillon all in the same pan. Bring to a boil and add the noodles. Cook until the noodles are tender. You may want to add more salt and pepper. I have substituted brown rice for noodles—same directions.

—From Connie Laux, Training and Development Manager



I have only been with ASH for seven months, and I have seen how ASH cares for their employees and their patients. ASH has raised monies to give to needy patients during the Christmas season. They reward and recognize employees for their outstanding and extraordinary efforts. It is great to see when someone does something out of the ordinary and receives fifty emails recognizing their efforts. It's a pleasure to be part of this company.

—Tim Bost, PTA



Peggy Goodloe

What culture means to me:

The ability to adjust to all situations that I come across while doing the job I love. I look at all my fellow colleagues as my family. I strive to care for my patients as if I am caring for a close family member.

—Kendel Harris, LPN

It's great to work for a company that shares my personal ethics and beliefs. We really do care like family, and everyone I work with demonstrates that daily. I'm confident that any concern my patients share with me is a priority for all who can assist me in helping.

—Julie Bogard, COTA



How all the disciplines work together to reach the patients' goals.

—Matt Saylor, PTA



“

Earl Sasser, a Harvard professor said, “there is a direct correlation between internal customer satisfaction, external customer satisfaction, and the long-term success of any business...in that order.” David and Tessie Ganzsarto get it! Value-driven, treating all team members and partners with the utmost respect – this sets the standard for ASHC excellent customer service.

–TD Hughes at Larosa’s”



Hat Day: Alan Wilson, Lisa Beal, and Todd Muckerheide



## BROCCOLI SALAD

### INGREDIENTS

1 bunch broccoli, separated into flowerets  
1 onion, sliced (can use red)  
1 cup raisins (or cranberries as substitute)  
10 strips of bacon, fried crisp and cut into pieces

### DRESSING

1 cup mayonnaise  
1/2 cup sugar  
2 Tbsp vinegar

### DIRECTIONS

Mix ingredients well and refrigerate at least four hours. It really does taste better if it is made one day ahead.

—From Amy Smith, Billing Manager

Brian Kramer with the pitcher of the Dayton Dragons



To me, culture is like a house. What I mean by that is we have our beliefs and our core values that make up the foundation of our company, and the bricks and everything else on the outside is what our people are. Our culture is how we actually design the interior and exterior decorating of our home. What do people actually see when they come in, what is the feel of the home? That's what the culture is—it's the design of the decorations and the décor of the home both internally and externally. What we decide in each one of our rooms and our sub-cultures is what we actually do and provide. That's my concept of what culture is.

—Doug Glassmeyer, Marketing Manager

Culture means different things to each person, and it's difficult to give it an exact definition. To me it means variety, diversity, and the ability and opportunity to be the best you can be with a supporting team from top to bottom. I have been with ASH just over a year now, and although I have been an RN for eleven years, I was new to home care. To be a new employee is not comfortable for anyone, but I felt so welcome from day one. Every person at this company is there to help each other! It has been a great learning experience, and I am so happy to be part of such a great team that promotes such a great culture!

—Lori Thompson, RN

I really enjoy working for Alternate Solutions. I really feel that it is a family atmosphere—great working relationships with the therapists, nurses, and all of the internal staff. We all work as a team very well to get the job done and to create better outcomes for all of our clients. The flexibility of the job is wonderful as well; it allows me to spend more time with my family and friends at home, which is also a plus to this job.

—Wes Grover, PT

Ryan Combs and family



Don Robinson



The Columbus office during our 10th Anniversary Party



The culture here at Alternate Solutions is unlike any other institution I've been a part of. It can only be summarized as a diverse group of individuals working together with one common goal of caring for our patients. We are all unique in several ways; however, we display caring and kindness to our patients and each other. We truly strive to show all "We Care Like Family."

—Lisa Doakes, RN CFSS

Culture at ASH means caring like family. We're in a great environment here that stimulates creative thinking and productivity by encouraging teamwork in the work place. We have so many "fun" days with carry-ins, birthday cakes, wedding and baby showers, trivia days, and the list goes on and on. These little "breaks" from the daily work really help everyone to get to know each other on a more personal level, thereby making it easier to work together as a "family" to get the job done.

—Amanda Dodson, PSC

“

Alternate Solutions HomeCare says, “We Care Like Family.” I truly believe this is carried out each day in our culture. Daily huddles are a quick, effective, and fun way to communicate with everyone in the entire organization. The Christmas party and spring picnic are great ways to meet the family of all the employees and have a wonderful time together. In my experiences here at ASH, each and every person, in their daily actions, shows that we are a family working together for a common goal: “To be the preferred provider in every market we serve.”

—Susan Keast, PSC



The Billing Department on their special day!



Missy Lawson and Stephanie Moore



Mr. and Mrs. Paul Ackerman

I have worked at Alternate Solutions a very short time, only seven months, but in that short time I have noticed that I no longer “feel like a number” after 23 years in health care. I have found a company that has actually found a way to infuse their eight core values into the daily lives of their employees. I see it in many ways: the way we interact with each other, the expectation and reward for excelling in our position, the many fun activities to enrich our work lives, the absolute and unwavering focus on our patients and the community we serve, and the sincere and caring attitude with which we are all treated. I am honored to work with such a special group of talented individuals.

—Donna Daulton, RN Quality Department

”



Culture is a way of doing something ... how it is done and the attitude in which it is done with. ASH has the best culture that I have ever seen in a workplace. Not only do we “talk the talk” at ASH, but we “walk the walk” by actually following through with how we say we are going to do things. ASH has been wonderful for me over the years. I have seen it really evolve since I began working here. David and Tessie are very passionate about their company, and they have created a “trickle down” effect with that ... everyone really cares about the company, and that shows in daily activities. “We Care Like Family” means to me that our customers will feel like we are family when we are caring for them ... it also means to me that we care for our co-workers as if they were all family and that we all care about each other. Most of the ASH employees are proud to talk about their “ASH family,” and they refer to it as just that ... an extension of their own family. Again, I believe this stems from David and Tessie’s belief in their company and their passion for it. This also is shown with the “open door” policy that has always been a part of ASH. In addition to the owners, the members of the Leadership Team and all members of middle management make people feel comfortable coming to them. It is very easy to talk to people within the office. I never get a “scared” feeling simply by coming to work. I have met several wonderful people at ASH over the years, and I have grown as a person because of ASH ... all of the wonderful things that have been provided to me through ASH as well as the many great “teachers” that I have worked with. There is a great sense of commitment to this company—not just by me as a person, but that commitment is felt throughout the entire company. That creates a wonderful culture as well as that “family” feeling. It is difficult to say what I like the best about ASH because there are so many great things to say about the company. I guess I would have to sum it up in the atmosphere that incorporates everything I think; the people that I work with; the place that I work; the compassion and culture that is felt throughout the entire company and by all of the people that are as lucky as I am to work at such a wonderful place.

—Adrienne Adams, Billing

Monte Carlo events at the holiday party



#### INGREDIENTS

1 cup Crisco oil  
4 eggs  
2 cups pumpkin  
2 cups sugar  
2 cups flour  
2 tsp soda  
1 tsp baking powder  
1 tsp salt  
1 tsp cinnamon  
1/4 tsp nutmeg

#### PUMPKIN CAKE

##### DIRECTIONS

Mix first 4 ingredients well in large bowl. Add rest of ingredients and beat until well mixed. Put in greased 9x13 inch ovenproof dish. Bake at 350° for approximately 30 minutes. (Serve with or without icing... cream cheese icing works well)

— From Amy Smith, Billing Manager



## INGREDIENTS

2 lbs ground chuck  
lg can of Hunt's tomato sauce  
sm can of Hunt's tomato sauce  
1 can tomato soup  
1 tsp garlic powder or salt  
1 tsp onion powder or salt  
2 tsp chili powder  
1/2 tsp salt  
1/2 tsp pepper  
1/2 cup Worcestershire sauce  
7 drops Durkee hot sauce

## GRANDMOTHER'S HOMEMADE SPAGHETTI SAUCE!

### DIRECTIONS

Brown and drain the ground chuck. Add all the ingredients (spices to taste—I just put in an amount that I know is good and approximated for you). Serve over hot pasta, use fresh Parmesan on top—really good with salad, French bread, and a nice bottle of wine.

— From Lori Gilliland, Customer Service Coordinator

I think the thing that draws me to Alternate Solutions is how everything is done as far as technology, patient care, building programs—everything seems to be centered around a whole approach. Everyone is able to communicate easily and quickly, and we're able to form the best team to help the people who need us, as quickly as we can. I'm happy to be working for ASH. I think that they have nothing but the client's best interest in mind, and they do it in such a manner that the employees are valued, and their feedback is entertained and used. I appreciate that.

—Victor Curran, COTA



more Monte Carlo activities

ASH is a caring company. They take into account employees' beliefs and values. The company strives to provide quality care to its customers and provide a quality environment for its employees to work in. ASH makes it fun to come to work by providing an atmosphere of trust and respect. The statement "We Care Like Family" means that this company views its employees like they are all family. From celebrating your birthday to remembering an employee or employee's family member when they are sick; or all the employees helping out a fellow employee when they are in need. Even as the company grows, the environment stays the same. I have worked other places where your opinion or past experiences are not acknowledged, or you never have any contact with the owner of the company.

—Cathy Henderson, RN Quality Department

I believe ASH culture is defined as the development of a caring, trustworthy, and professional environment for employees and the clients that we serve.

—John Healy, PTA

This is a great company to work for as demonstrated by the focus on caring for clients as we would care for family. I have worked here for seven years and could not ask for a better employer.

—Ann Fisher, RN

Dear Alternate Solutions,

I want to thank every one who came to my home to care for me. At times I only saw a nurse once or twice, I don't remember their names. But, I thank you.

From the beginning I saw Sherry at once. Sherry is a dedicated, kind understanding nurse. She always checked me over very well. And her shots never hurt.

She came into my home with bright eyes and a smile on her face. She always talked a bit. Well, more than a bit. HA! HA!

So, I thank you Sherry for all your help. It's very sad to say goodbye, you should be proud of your work.

I had to have surgery and needed therapy. So, for three weeks I had a wonderful Therapist Cara. She also took very good care of me.

She was kind and understanding. And we talked.

I will never forget a few things she said to me. I thank her for that.

And she always came into my home with a smile on her face and so friendly.

I will miss both. But, at least I met two fine care givers. I won't forget that. You should be proud to have these two women working for you.

Thank you so much!

Love,  
Jennifer Aliq

P.S. If I were their boss I would give them a few days off with pay for all the work they did for me. I really think they deserve it.





Dear Dee,  
I cannot thank you enough  
for co-ordinating my care  
after my knee surgery at  
the Evanston Medical Center.  
You made each transaction  
very smooth.

The home care I received  
from your staff was  
excellent.

Joy Straub and Jennifer  
Conley, my nurse and P.T.  
were so comfortable to be  
with and took good care

of me. I felt we paired  
friends.

I only met with Missy  
Bailey and Missy Hill  
one time, but enjoyed  
talking with them, too.

Our association has been  
extremely positive. I will  
happily recommend you  
and Alternative Solutions  
Homecare to anyone.

Sincerely,

Linda Brax

Dee -

I have yet to  
receive the survey  
you mentioned in  
your note.

Linda







## PEANUT BUTTER CHOCOLATE CHIP COOKIES

### INGREDIENTS

1 cup peanut butter  
1 cup brown sugar  
1 egg  
1/2 cup mini chocolate chips

### DIRECTIONS

Mix first 3 ingredients well and stir in chips. Roll dough into 1-inch balls and flatten on a greased baking sheet and bake at 350° for 8-10 minutes.

— From Bobbie Andrews, RN Case Manager

Erika Garber



I really appreciate the caring attitude everyone displays, from internal staff to field staff—not only to me personally, with the losses and illnesses within my own family, but to our patients. Everyone truly cares like family!

—Deb Moesle, PT

Culture is the positive attitude expressed by the workers. ASH has meant security to me. I saw my co-workers' care during my father-in-law's dying process and a few months later when my daughter had a baby. The people at ASH are concerned about the patients and their co-workers. I have been at ASH for almost five years, and what I like best is that people are caring and try to make this a great place to work.

Barb Little, RN CFSS

Culture is teamwork. Culture is doing what is right. No matter what the cost to the company, we will always treat our patients and co-workers as if they are family. I have been at ASH for eight years, and I love being treated as family. Everyone truly cares about my professional growth as well as my family.

—Brooke Rodabough, Customer Care Manager

ASH200 group presentation



Vicki Curry and Cheri Young



Nicole Barker and Billie Ellis



I have been with Alternate Solutions for three years this week. I find myself connected and committed to this agency and its mission and vision, more than ever. As I talk to other health care workers in the home care industry I am convinced more than ever that this agency is truly special. The support, caring, mentoring, and commitment to individual growth matched with forward-edge thinking and innovative technology truly make us a magnet employer. I cannot think of a better place to practice my profession and develop my personal talents.

—Les Erickson, RN Clinical Training Manager

We would do anything for our clients at any time. We work so well as a team to keep our clients comfortable, happy, and as healthy as they can be. We care like family about our patients and our co-workers.

—Stephanie White, HHA

The Alternate Solutions culture is not just a belief, it is a living thing. We at ASH have the best place to work every day. Our culture is living and breathing with every interaction we have with clients, their families, referral sources, and, most importantly, with each other. We make decisions daily relating to our customers and each other based on our core values of trust, honesty, integrity, positive attitude, teaming, and acting responsibly to achieve our quality care goals, which lead to our financial benchmarks. Some workplaces say they have a vision, mission statement, and culture, but it is only on paper, not practiced. Here we practice the culture with all our interactions. We hold each other accountable to the culture as well. It is nice not just as a part of the organization, but lives within all of us.

—Cynthia Collins, RN Administrator



Julie Augenbaugh



Jolita Suttles and Gene Beek

I am the insurance specialist for Alternate Solutions. I really enjoy my job, period. I love working on the computer. I enjoy discussing patient care with other nurses at insurance companies in order to obtain authorization. I enjoy the flexibility of working at home, and Alternate Solutions' computer system allows the flexibility of pulling up my work at any time.

—Linda Kizzee, LPN, Insurance Specialist



Hannah Seagraves and Samantha Seubert



I feel culture is a word that describes someone's beliefs, values, way of life, and family traditions. Culture can simply be how you were raised in your own family, or it can be the common way of life in your city, town, state, or country. Culture may come from your ancestors, taught by your parents, or something you've made your own and passed to your family or friends. Alternate Solutions HomeCare is also a family, and we have many traditions in our company. But I feel we have started a whole new "culture" in home care by not only treating our employees as family but also our community and clients. Giving the best care possible to our extended family is the priority. Everyone at ASH works hard to make a difference in people's lives and to be true to our culture. I enjoy working with such a great company and being a part of a wonderful family!

—Diana Richmond, PTA

ASH culture means: Teamwork! Commitment! Compassion! This requires a dedication to the company, to each other, but most importantly to the highest level of care, integrity, and respect for those we serve. ASH culture means to me that I work for a company that truly values each employee and their experience, personal and professional, and its relevance within the company. Through words and actions ASH expresses its commitment to its employees. I feel part of a team when I know I can call a co-worker and receive assistance regarding a question—or anything really. The attentiveness, compassion, and commitment from ASH is hard to describe in just a few words. Getting up each day and going to work and feeling blessed to do what we do within a company like ASH is rewarding every day.

—Vicki Cirrito, MSW

Charitable contributions to the food bank



#### INGREDIENTS

6 cups sliced apples (McIntosh work best)  
 1/4 tsp salt  
 1 cup sugar  
 2 tbsp flour  
 1 tsp cinnamon  
 1 cup oatmeal  
 1 cup flour  
 1 cup brown sugar  
 1/3 tsp baking powder  
 1/4 tsp soda  
 1/2 cup butter

#### APPLE CRISP

##### DIRECTIONS

Combine first 5 ingredients in large bowl. Mix and place in a greased 9x13-inch ovenproof dish. Melt butter and mix in the remaining 5 ingredients. Spread on top of apple mixture. Bake at 375° for approximately 40 minutes.

— From Amy Smith, Billing Manager



## INGREDIENTS

1 Boiled potato mashed well  
2 lb confectioner's sugar  
1 tsp vanilla  
Peanut butter

## KENTUCKY POTATO CANDY RECIPE

### DIRECTIONS

Mash boiled potato in bowl. (Mash well.)  
Add vanilla. Add confectioner's sugar until  
mixture becomes a rollable dough. Usually  
it takes 1 to 2 cups. Roll dough out flat.  
Spread with peanut butter. Roll dough into a  
jellyroll type roll. Slice. Eat.

— From Cynthia Collins, Administrator



Culture at Alternate Solutions to me means working with a team of confident, knowledgeable, and reliable staff. It is a team of people who truly care about helping clients to be as safe and independent as possible in their homes. I have worked for Alternate Solutions for over five years and have been in the physical therapy field for almost twenty-five years. Many of those years were with other home care companies. I have found the staff at Alternate Solutions to be the best that I have ever worked with. The communication between clinicians is the best that I have ever seen, which of course helps our clients' outcomes and progress. Not only is the staff helpful to our clients, but as a team member, if you need support out in the field, someone is always generous enough to take time out of their day to help. That alone tells me that I am working with a team of wonderful and generous people, all working together towards a common goal of superior client care.

—Mary Ann Back, PT



Lance Fecher's daughter at the elf party

This has been a very new experience for me as far as the workplace environment. All the staff are very positive, upbeat, caring, and compassionate, not just to the patients we serve but also to each other. It is very uplifting to be part of such a great group.

—Melissa Waker PTA

ASH is innovative at its core.

—Kappi Rogers, MSW

Culture means similar values, beliefs, and principles held by a community. It touches every aspect of our lives and teaches us to share certain core values that help shape the personality of the individuals within a culture. (Part of that is from a dictionary, but I really liked how it put into words what I thought.)

Thanks!

—Cara Dues, COTA



We highly value our partnership with Alternate Solutions Health Care because you have become just that – a partner. It's not common in today's business world that you find a customer who uses a product you offer that has a genuine interest in making that product better. ASHC has worked closely with us, and other customers, to refine our product offering and ensure it is closely aligned with your goals, and ultimately the goal of taking the best care of your patients. ASHC is open to new ideas, brings a fresh perspective to the table, and exudes a collaborative approach that speaks volumes about their unique internal culture.

In all of our interactions with Alternate Solutions, we have had the pleasure of dealing with top-notch professionals. From the highest levels of management through the clinical, operational, and financial teams that run the day-to-day, the ASHC team is great to work with. You have a positive attitude about the project at hand and work hard to ensure the business decisions you make ultimately ensure your patients are getting the best care possible. Your ethical and compassionate approach to finding new, innovative ways to improve home health in their area is refreshing and you have always provided us with positive feedback and support when asked.

Alternate Solutions has been a partner of ours for over five years. In that time we have grown our businesses together and have fostered a great working relationship. We truly value the friends we have made at ASHC and stand behind you as a truly outstanding customer and a cutting-edge provider of home health and innovative home-based care solutions. We have been very happy with the partnership we have developed and our shared goals of finding ways to improve this industry to provide the best, most effective home care possible.

*–Tricia Collom, VP Marketing, Homecare Homebase*



Our marketing team

## COCA-COLA CHOPS FROM OUR COCA COLA DAY (AL'S BIRTHDAY, TOO!)

### INGREDIENTS

8 pork chops  
1 cup Coca-Cola®  
1 cup ketchup  
4 tablespoons brown sugar

### DIRECTIONS

Preheat oven to 350° F (175° C). Place pork chops in a 9x13 inch baking dish. In a small bowl, mix together the Coca-Cola and ketchup. Pour over chops and sprinkle with brown sugar. Bake uncovered for about 1 hour, or until pork is cooked through and internal temperature has reached 160° F (70° C). Yield: 8 servings.

— From Cooking Class on Pasta and Salads

Sharon McFadden and Diana Richmond



My favorite part of working for Alternate Solutions, aside from loving patient care, is the people. I am blessed to work with a team of people who truly put patient care first. Most of my direct contact is with the PTs on our team, and they have always been supportive and awesome to work with.

—Amy Bailey, PTA

I just wanted to let you know how excited I am to be a part of the ASH family! This week at training has been so wonderful, meeting everyone and eating. Well okay, the food has been great, but nothing compared to the people! When Erika first let me know that I would be training in Dayton for Monday, Tuesday, and Wednesday, I was a little disappointed, and although the road conditions were a little treacherous, the drive was totally worth it. This week has given me the opportunity to really capture the energy of the home office, so that I can hopefully bring that back to share with everyone in Columbus; it has been refreshing to find out how much ASH genuinely wants to show you how to be successful! I certainly have a lot yet to learn, but the foundation I gained this week will be something I carry with me throughout my career.

—Ashlee Hill, PSC

What I like about working for ASH the most is the feeling of having a second family. This is the only company I've ever worked for that shows they really care and appreciate their employees. That personally means a lot to me. Understanding, caring, having a wonderful personality, and surrounding yourself with good people—that's Alternate Solutions' culture.

—Jessie Ollison, LPN

ASH200 group presentation



Adrienne Adams and family



Susan Keast



Culture to me is like the mechanics in a watch. Each part looks different, but each is important in what they do. ASH embraces the culture of the company by acknowledging the strengths and differences in their employees. ASH is the only company I have worked for that recognizes a job well done and provides positive feedback.

—Karen Joynes, LPN

What this company's culture means to me is summed up in one word—family. Not only do we treat our clients like family, but we treat each other like family. We are a team and have each other's back through it all like family does. We laugh and joke around and be ourselves (maybe I shouldn't at times) like families do. Our leadership treats us all the same, with much respect. You don't get that in most companies and it speaks volumes!

—Ryan Combs, Community Educator



Culture to me is a group of people with a certain way of thinking or doing things—hopefully, to attain the same goal. Specifically, at ASH the culture is that of a strong communication base to accomplish the same goal, where everyone’s voice matters—from the custodian to the president. This includes being open to every suggestion. I’d also like to think that most of the time the culture is having a positive attitude and being efficient. Being a nurse and the face of the company in our patients’ eyes, when my colleagues are positive, upbeat, and efficient, it helps me relay that to our patients.

—Charlotte Podnar, LPN



Team building in Cincinnati



Cooking class in Cincinnati

Alternate Solutions is a fantastic place to work. The company provides us with a beautiful workplace with topnotch technology. It is a place to grow and be appreciated. We not only treat our clients like family, we are a family—a family of people who have chosen to come together and make this the best place to work in the entire nation. It is a place where you truly bond with the people you work with—both internal and external. The interaction with clients is also amazing as they share their lives with us, both the happy times and sad times. They do become family, and we miss them when they leave us. ASH is a truly wonderful place to work!

—Barbara Porter, Patient Scheduling Coordinator



Alan Wilson and family

Alternate Solutions has meant a great many things to me over the years—ten to be exact. Three things that stand out in my mind, though, are:

1) David and Tessie made it possible for me to finish my college education, going back to school full time and working here part-time with a work schedule that was subject to change quarterly as my class schedules changed. I graduated from college at the ripe old age of... well, we don't have to be precise about the numbers...let's just say I was in my forties. Anyway, that was an accomplishment I look back upon with a great deal of pride and satisfaction. I know it was because David and Tessie were willing to be flexible with my schedule that I was able to finish so quickly and not worry about my job.

2) ASH has given me an opportunity to grow in different directions and has always supported me and given me the tools to succeed.

3) My parents are living with me at the moment, and I cannot tell you how much I appreciate everyone's support and words of kindness.

This may start to sound cliché, but the culture that has been created here at ASH truly is a great thing, because we do have a group of people here who care for each other, our clients, and everyone we do business with like family. And I can't tell you how much I appreciate that.

The people come from all walks of life, and they all have their own personal stories. One common thread that runs through all employees here, no matter if you're a "D" or an "S" or a "C" or an "I" or what the position, we're passionate about our jobs, we care about the success of ASH, and we care about our clients above all else. And those things make this place different than other places I've worked. My favorite things include food, communication, opportunity for growth, being given the tools to succeed, and food.

—Judy Hayes, Communications Coordinator

Chad Creech and Cynthia Collins



#### INGREDIENTS

4 boneless, skinless chicken breasts  
(cut in chunks, optional)  
1 small can of mushroom stems  
1 can cream of mushroom soup  
1 can cream of chicken soup  
1 bag shredded Swiss cheese  
1 box stuffing, chicken or cornbread

#### SWISS CHICKEN BAKE

##### DIRECTIONS

Spray 9 x 13 inch pan with nonstick spray. Spread chicken evenly. Put mushrooms over chicken. Mix the 2 soups together in separate bowl and spread over chicken/mushroom mixture. Spread Swiss cheese evenly on top. Bake at 350 for 1 hour. Remove and spread a layer of stuffing on top (may not need whole box). Bake an additional 10 minutes.

—From Holly Boehmer, COTA

## INGREDIENTS

8 slices of bread, cubed and decrusted  
2 cups shredded cheddar  
4 eggs  
1 lb sausage, cooked and drained  
2 1/2 cup milk  
3/4 tsp. dried mustard  
1 can cream of mushroom soup  
1/2 cup milk (for next morning step)

## BREAKFAST CASSEROLE

### DIRECTIONS

Spray 9 x 13 pan with nonstick spray. Layer with bread, cheese, and sausage. In blender, mix eggs, milk (2 1/2 cup) and mustard. Pour over bread mixture. Refridgerate overnight. Next morning, mix soup and 1/2 cup milk and pour over top. Bake at 300 for 1 1/2 hours. Variations can be replacing sausage with turkey sausage or ham.

– From Holly Boehmer, COTA

Culture means a particular way of life, based on particular beliefs and values, which is expressed in institutions and influences over others. ASH has meant for me to be proud of a profound organization with incredible value. Every day, we come to work in an act of caring for our patients. Being able to listen to their needs and concerns is something I take pride in. Our company understands the goal that has been set before us. I have met a team that has set the tone for every value, which makes ASH one of the best workplaces to be a part of. The best thing about ASH is being able to enjoy that we are making a difference.

–Grace Wright, PSC



John Guzowski, Gina Chiaone's significant other

Culture is the foundation of any organization, and I am impressed every day how much emphasis is placed on this aspect of the company. Our culture is hard to describe, but it is a great place to work. ASH100 has helped me develop myself as a leader. I am grateful for this company being willing to put time and energy into my growth. I hope I can give back to them by being a mentor and a leader to those around me. “We Care Like Family” is a way of life at ASH. When you get a card and cake on your birthday, it really makes you feel special. Receiving flowers for a surgery or birth of a child makes you feel great. Working for this company is a blessing. You are more than an employee. My favorite part of working here is waking up and actually looking forward to going to work.

–Megan Etler, RN CFSS Liaison

The culture of ASH reflects the heart and spirit of its employees, who are inclusive, supportive, and inspired to serve their community.

–Tiffany Brown, RN

Alternate Solutions is a “one of a kind” place to work. The employees help one another last minute if need be and communicate well on behalf of our patients. I enjoy working for this company!

–Katrina McWilliams, COTA



August 12, 2008

Alternate Solutions HomeCare  
4340 Glendale-Milford Rd.  
Blue Ash, OH 45242

Dear Sir or Madam:

I am writing this letter to inform you of the great work your employees are doing in the field and that the services they provide are extremely helpful to people like my husband (Paul) who need assistance in getting back on their feet after illness or hospitalization. The nurses and therapists are very good at their jobs. I would especially like to mention Paul's nurse, **Jamie**, who provided me with a reference book that detailed important information about Paul's condition and symptoms to watch for. Last Thursday, Paul wasn't feeling well and it appeared he could be having a heart attack. I referred to the book and confirmed my suspicions that the symptoms were those of a heart attack and immediately called 911. He was promptly taken to the hospital and treated and is back home now doing well.

I felt it was important to notify you of this incident and how your service is an essential part of the healthcare industry. I know it has been great for us and we appreciate all of the nursing and therapy assistance we have received.

Sincerely,

Mary Heyob  
Mary Heyob



May 2, 2009

Alternate Solutions Home Care  
1251 E Dorothy Lane  
Kettering, OH 45419

To Whom It May Concern:

I'm writing this memo to give you a little feedback on several employees who provided excellent care after a total knee replacement:

Sara Knox  
Tia White  
Cindi Shockley  
Kisha Spears

PT  
PTA  
RN  
RN  
(Dillon)

From all the therapy provided and nursing care provided, Sara, Tia, Cindi and Kisha handled themselves in a very provisional manner which also exhibited the knowledge of their professions.

Thanks to all. Therapy and Nursing care during this period of recuperation is much appreciated!

*W. Bradley*  
Sincerely,  
Wilhelmina Bradley



David and his mother, Kiki

## IMPOSSIBLE PUMPKIN PIE

### INGREDIENTS

2 eggs  
1 tsp. salt  
1 can pumpkin puree  
3/4 cup sugar  
2 tbs. melted butter  
1/2 cup bisquick  
12 oz. can evaporated milk  
2 1/2 teaspoons pumpkin pie spice  
2 teaspoons vanilla extract

### DIRECTIONS

Place all ingredients in a blender and mix on low speed for 2 minutes. Place mixture into greased pie pan and bake at 350° for 50 minutes or until tests done in the center with a knife. Serve warm or cold. Serve with whipped topping if desired.

From our CE Cookbook Training Class

Caring staff take care of the patient and of each other too! Even though I am PRN staff, I still feel connected to our staff. Communication at ASH is top notch. I never feel out of the loop.  
*Cathy Lower, RN*

Culture is the environment and the influences around you. ASH has been a great company to work for. I like the people the best.

—Michelle Trikilis, RN Case Manager

Alternate Solutions' culture fosters growth of the individual through professional and personal challenges that forge its people into the best version of themselves. Opportunity is always available to seek a new challenge for growth, and voices are always heard and considered. Alternate Solutions recognizes that through the growth of its people, it will be the best version of itself as a company.

—Reid Ashley, Community Educator







Everybody Wear Pink Day in Dayton



Holly Bishop, Stephanie Moore, and friend



Deanna Seubert's husband, Dave, and son, Matt



My interpretation of culture is everything that a person is raised with, including specific things like mannerisms, foods, religion, the arts, sports, family, friends, even dialects. I think that at Alternate Solutions, they do make quite an effort to incorporate the field staff with the office staff. As a PRN COTA, I have found that everyone has been easy to reach and speak with or e-mail if I have questions.

—Elise Schenck, COTA

The communication between all staff involved in our clients' care is wonderful. Everyone recognizes the importance of communicating and how this benefits our clients and their care. I appreciate the calls and notes from other therapists and nurses who aid me in providing the best possible care to my clients. "I feel we have big hearts and always have the best interests of our clients, their families, and caregivers in mind."

—Jandee Mowell, SLP



“

Lance Feeher's daughter at the elf party



The culture here is just unheard of in this day and age. The times have conditioned workplaces to be more profit focused, which is good, but is not the determining factor in whether a business sticks around or not. Alternate Solutions has a “People First” attitude, which motivates staff to be the best at what they do. Alternate Solutions recognizes our accomplishments and work ethic, and shares the success of the company with its employees. The atmosphere is one of pride in your position within the company, as well as a family approach to how we interact with each other. We are taken care of at Alternate Solutions, which earns our trust, which is why we want to be the best employees we can be for the good of the company. There is unity here, we feel like we are all in this together. I love it here. I have bought in completely.

—Donald Robinson, Medical Records Specialist



Grace Wright and Megan Elder

The culture at ASH is kind, caring, loving, full of passion, committed, and provides the stage for those of us who are doing what I believe is God's work—helping seniors to stay well enough to remain in their homes or in the homes of their loved ones. The ASH culture then produces the subculture of the best home care employees.

—Clennia Bond, Community Educator

”



Michelle Hopkins and Alissa Roark

Culture at ASH includes integrity, positive attitudes, honesty, and respect for all. Our working environment is positive, and everyone works like a team. I am proud of the company that I work for, and I like and appreciate my job along with everyone around me. There are many ways to show we care like family, and I see it every time flowers are sent for the loss of a family member, birth of a child, or someone hospitalized for illness. I like taking care of the field staff and watching others do the same. The testimonial letters are the best and show how much our patients care about the staff as the staff cares about the patient. I cannot pick one thing I like best about ASH, so I will list a few. Everyone has a voice and it is heard. I like the positive attitudes and the respect everyone has for each other. I like the opportunities ASH gives me to increase my education in many areas along with growth and knowledge of our company.

—Missy Lawson, RN Field Administrator

I was one of the staff selected to be interviewed in the finalist selection process for best small businesses. One of their questions was: “Discuss the culture of your company.” Go figure—somehow what they projected to take only ten to fifteen minutes took about thirty. I was able to include technology; empowerment; field advisory committee; no guilt trips if off work; support from above and peers; high expectations of all; quality will result in profit long term; company knows family (not just staff). I cited examples of flowers sent to relatives hospitalized, etc. With nursing in such demand, if employees did not love what they do, they’re in the rare position of being able to find new jobs easily. Longevity of staff due to all of above. I guess this in itself is almost a culture statement.

—Al Waldbillig, RN Case Manager



#### INGREDIENTS

1 block of cream cheese (softened)  
1 1/2 cups mayo (Hellman's)  
1 bunch chopped green onions  
1 can crabmeat (drained)

#### CRABMEAT SPREAD

##### DIRECTIONS

Mix all ingredients and spread into baking dish. Bake at 350° for 20-25 minutes. Serve with Ritz crackers.

— From Linda Kramer,  
Director of Organizational Development

#### INGREDIENTS

5 whole breasts or 10 halves raw (uncooked)  
10 strips bacon (uncooked)  
1 package chipped beef  
1 can cream of mushroom or cream of celery soup (undiluted)  
½ pint sour cream

#### **COMPANY CHICKEN \*\*\*\* (4 STARS)**

##### DIRECTIONS

Place chipped beef in bottom of casserole dish. Pound out breasts. Roll breasts and wrap with bacon. Place in baking dish on top of chipped beef. Mix can of soup and sour cream. Spread mix over chicken. Bake covered at 325° for 2 hours, then 30 minutes uncovered.

– From Linda Kramer, Director of Organizational Development



Culture—behavior, beliefs, and characteristics of a particular group. I feel this pertains to the people we work with, our patients, and their families. Our culture is compassion, respect and kindness, letting people know that going above and beyond is why we are in this field, that we will go the extra mile for them. Treating people as we would want to be treated.

–Sandy Gibson, PTA



Dayton office

I have worked at Alternate Solutions for over a year and I love it! The culture at Alternate is amazing; it's such a positive and supportive environment. I'm so grateful to work for such a wonderful company.

–Jessica Herrmann, LPN Community Liaison

Diversity, flexibility for patients, understanding of client's family lifestyle and living situations

–Jodi Lawrence, LPN

To me, culture means not just speaking what you believe but showing what you believe. ASH has meant being a part of something that changes the perception of good home care for our employees, patients, caregivers, and referral sources. “We Care Like Family” means we take care of everyone we come in contact with like they are a part of our family. I have had several caregivers ask for me by name and make me feel like I make a difference in the lives of their loved ones. I feel ASH is different from other places because I feel I have a voice in making our company and home care a better place and a positive experience. What I like best about ASH is that I have the opportunity to grow professionally and personally.

–Stephanie L. Moore, CFSS Liaison





The culture at ASHC has been an inspiration to me. I have seen how integrity and hard work have made your company what it is today. The attention to management style, culture, and employee satisfaction is very refreshing in today's world. You really care for your employees, patients, and vendors. I believe that everyone that I have encountered who works at ASHC feels like they are part of the success of the company, and that they truly are the reason that they can conquer the health care market and provide the best possible care for their patients. I have seen this repeatedly in the eight years I have worked with the company. It's been a pleasure to help you with your communication needs since the company started.

—Melissa Rabold, *twtelecom*



The ribbon cutting ceremony of the training center



## NO-FAIL AMERICAN POT ROAST

### INGREDIENTS

1 roast (or chicken may be used if you wish)  
1 package dry Lipton Onion Soup  
1 can of Coca Cola (you may use 2 cans if you have a large roast)  
Add sliced onions, cut up potatoes, carrots and celery  
You may also add mushrooms or bell pepper  
1 crock pot

### DIRECTIONS

Place all ingredients in crock pot and cook 12 hours on low or 6 hours on high. Crock pots and roasts vary in their cooking time. When the roast is super tender and falls apart, it is ready. This dish has wonderful smell. This is definitely a husband and family pleaser. Serve with hot buttered rolls or your favorite bread and a salad and voila. A meal fit for a king!

—recipe from Coca-Cola Days

The big screen at the dragon's game



I began my nursing career in home care, and that lasted for about three-to-four years. I became so burned out with no support, resources, constant mistakes, and duplications. I escaped to a job with no physical patient contact. I enjoyed working with patients but eventually missed the hands-on care and education. I was hesitant to go back to home care, but when I met the staff at ASH and saw the patients, I was eager to come on full time. At ASH, it is family, education, communication, support, and so much more. It is a hard job, but it is exactly the environment I needed and reminds me of the reason I wanted to be a nurse in the first place. I thank God every day for the opportunity in this company.

—Lisa Ayers, RN

I have met a few employees from Dayton; I work with the Columbus group. The employees go the extra distance to ensure the client needs are met, and if they can't serve, then they will arrange to provide the service. The managers and staff at Columbus are top rated. I have worked for three other agencies, and this one is by far the best overall and on all levels. But it is only that way due to the employees and company culture and continued company drive to further promote and develop this culture of "We Care like Family."

—Merrill Mitchell, OT

ASH culture to me means all of us are committed to coming together to share in the perfection of what each of us does. Perfection and focus on quality care and outcomes are always on the forefront for everyone at ASH. The ASH culture is like a painter painting his masterpiece and enjoying every single minute of it.

—Bob Murgas, Community Educator



Halloween in Cincinnati



Wear Red for our Troops day in Dayton



Santa and his elf along with Ryan Combs' son



I think the ASH culture is our company on the cutting edge of technology that envelopes us all in a world of instant communication with a core of very skilled and caring therapists and nurses who deliver health care to patients in their homes in a manner unrivaled by other agencies in the area.

—Eric Boggs, PTA

I have worked for ASH seven years and like knowing I have so many co-workers I can count on when needed. But most of all, its the clients I've enjoyed the most. Having worked here so long, there are many clients I took care of for a long time who have since passed away, and I feel fortunate for having met them. They really do become "like family."

—Jackie Stewart, LPN



To me the culture here at ASH is extremely important. I feel that without the family type of feel we have in our team in the field, with all of the staff in my area, I would not be able to be successful as a therapist. The communication we have is tremendous, and the ability to always get input from Julie Stewart, Emily Freyhoff, and Angela Hannah is invaluable to me. It really is great to know I can always rely on these co-workers for advice and support. I am also grateful that we have such a dedicated and helpful office staff, especially Billie Ellis, Amanda Dodson, and Susan Keast. Without all of us working together to help each other out and handle problems, we truly could not “care like family.” That to me is what the culture here at ASH is all about.

—Dan Shelpman, PTA



Mrs. Townsend  
and The King



Julie Aughenbaugh

Culture to me is diversity, which makes the world go around! Alternate Solutions' culture is mixing diversity in a caring, loving, and cohesive manner!

—Cristia Warren, RN Case Manager



Team building in Columbus



If you were to look in the dictionary, the word “culture” comes from the Latin word “cultura,” meaning to cultivate. In terms of our society, culture is the transmitted behavior patterns, arts, beliefs, institutions, and other products of human work and thought. In terms of the workplace, it may be defined as the customs, actions, attitudes, and ideas that permeate a given workplace. Culture is extraordinarily significant at Alternate Solutions. It is a complex system with a multitude of interrelated processes and mechanisms that keep it going. It is an extraordinary commitment to core values—so strong that the company is willing to hire and fire based upon them. The employees at Alternate Solutions share in that strong commitment, believe in the long-term vision, and want to be part of the culture. We are empowered to translate corporate core values into how we view ourselves and use that view actively. Our culture begins with the premise that “We Care Like Family.”

We care for our customers like they are our own family. We share common values for quality, trust, honesty, integrity, and cost awareness. Employees are recognized to be essential to success of the business and are rewarded for their efforts with bonuses and promotions. We are also recognized on a personal basis, with a special cake on your birthday, and flowers for our family members. Teamwork is encouraged. We support the communities in which we work and live with regular donations to food banks and local charities, as well as contributions to mission trips and care packages for our troops overseas. Employees at Alternate Solutions are brand ambassadors sharing that culture both inside and outside the office. We are a blended team of professionals that not only care about the work we do, but each other, our community, and the world we share. Employees are recognized for their accomplishments. However, our progressive accomplishments and milestones do not become our work culture, as Alternate Solutions believes in having fun! Special events are planned on a regular basis, with cook-offs, book club, lunch and learn. There is such a variety of events, sure to hit on everyone’s interest. We can do our job, but still have fun at work. Alternate Solutions has created a culture both naturally and intentionally. It is a culture of people who really care and really want to be here.

—Lisa Beal, RN, CFSS Liaison

Denise Hays' Duckling Slippers



#### INGREDIENTS

4 pounds lean beef stew meat  
28 ounce or 30 ounce can tomatoes  
(whole, mashed a bit)  
3 cups (29 ounce can) tomato sauce or  
1 1/2 cup catsup  
1/2 cup white vinegar  
3/4 cup Worcestershire sauce  
3 cups water  
2 medium onions (chopped)  
1 teaspoon chili powder  
1/2 teaspoon dry mustard  
1/2 cup brown sugar  
4 cloves garlic minced or  
1/2 teaspoon garlic powder  
1 1/2 teaspoon salt  
1/4 teaspoon pepper

#### SHREDDED BARBECUE BEEF

##### DIRECTIONS

Blend all ingredients and simmer uncovered  
8 or 9 hours or until beef falls into shreds.  
At least a 5-quart pan is needed.

— From Sandie Sierschula, RN CFSS

## INGREDIENTS

2 pound bag frozen hash brown potatoes  
2 sticks margarine  
2 cups mild grated cheddar cheese  
1/2 cup chopped onions  
1 teaspoon salt  
1/2 teaspoon pepper  
1 pint sour cream  
1 can cream of chicken soup  
1 cup crushed cornflakes

## HASH BROWN POTATO CASSEROLE

### DIRECTIONS

Put frozen hash browns in a 9 X 13-inch casserole dish. Melt 1 stick of margarine and pour over potatoes. Mix cheese, onions, salt, pepper, sour cream, and soup and spread mixture on top of potatoes. Melt 1 stick of butter and stir in cornflakes. Sprinkle on top of potatoes. Bake 1 hour at 350°. Can be frozen and will keep any length of time.

— From Sandie Sierschula, RN CFSS

I believe the culture of Alternate Solutions is one that is a caring culture. I think that it is nice to work with a group of people that care as much about the patient as I do. I feel like everyone is connected as a team, and that they all care deeply about the people that they help. I think that from the internal staff to the field staff, everyone has one common goal, and that goal is patient care. It's just a wonderful place to work!

—Dave Jeffers, PTA

ASH has meant opportunity and the chance for growth professionally and personally. At ASH, you are cared for like family. I have seen it in play. ASH employees and the company itself do a lot of “extra mile” things. We have baby showers for expectant mothers and fathers, birthday cakes and songs for everyone, charity drives, and Christmas presents for those in need. Personally, I have experienced an ASH Care Package sent to my brother in Iraq, donations made to Make a Wish Foundation in my little brother's name, flowers sent to my mom when her dad passed away, flowers sent to my mother-in-law when she had major surgery. The list goes on forever. ASH goes out of its way to let their employees know they care about them and their family. It is a very compassionate company.

—Christel Ault, Medical Records Manager

Culture to me means: the environment we are raised in, family morals, values, and opinions.

—Joni Davis,  
RN Case Manager

Communication is an important element to quality care. Because everyone at ASHC has easy access to communication, we use it often. That provides balance between team members, which transfers to exceptional clinical care.

—Jackie Timmerman, PTA

Connie Laux's guest, Jessica at the Dragon's Game



May 5, 2008

To whom it may concern

As I gain in strength and mobility I want to express my gratitude to your competent and caring staff - Rob Al and Hollie. They undoubtedly are responsible for the rapid progress I have made. They cheered me up and let me know how important it was to follow directions. Rob kept me going in ways that helped me improve day by day.

Even though I always gave him a hard time, Thanks, Rob. I accused Al and Hollie of being blood suckers. I hope they know I truly appreciated their good-natured approach.

Your company is to be congratulated for hiring such high quality staff.

Respectfully,  
Buckner Hood

P.S. Buckner too  
(in the)



April 13, 2009

Alternate Solutions HomeCare  
Attn: Jolita Suttles, RN Administrator  
1251 East Dorothy Lane  
Kettering, Ohio 45419

Dear Jolita,

On behalf of my husband, Charles J. Higgins and myself we want to say thanks to Alternate Solutions HomeCare for providing such good care and special treatment for Charlie following his stay at Harborside, Shiloh Springs Care Center and Good Samaritan Hospital. It was important to us for Charlie to be able to be home and your group made that possible. I was impressed at the very beginning that things just fell into place for us and I was thankful for the support given to me.

I was probably a "pest" at times when calling with my concerns but everything that was bothering me was taken care of in a timely matter. I appreciated the cooperation of all of those that took my calls and my concerns and issues were resolved. Please give our thanks to several of your staff members that cared for Charlie who will remain special to us for showing their love and concern. They were: Tracy, Mary, Wanda and Matt. Also included with those were Sara and Thomas who reassured us that things would be scheduled for us and hopefully with good results. We will be forever grateful.

We have made the choice now to switch to Hospice of Dayton with the hopes that they will be able to provide even more support for us. We are on a journey and are pleased that there are caring and qualified people to help us along the way. We will pray for all of your staff as they continue their special tasks. Thanks again!

Sincerely,

*Gloria Jean Higgins*  
Gloria Jean Higgins



Miriam Kilroy with her children, Mason and Graece

## TACO CHILI

### INGREDIENTS

2 lbs ground beef  
1 pkg dry taco mix  
2 pkgs ranch dressing mix (1 oz each)  
1 medium onion  
2 cans kidney beans  
2 cans hominy (gold) - on the vegetable aisle,  
near the corn  
1 can chopped Rotel  
1 28-oz can chopped tomatoes

### DIRECTIONS

Brown the ground beef and a large onion. Remove fat. Mix in 1 pkg taco mix and 2 pkgs ranch dressing mix. Add 2 cans kidney beans, 1 can Rotel, 2 cans hominy, 1 can tomatoes. Simmer 30 minutes. Serve with taco fixings: grated cheese, sour cream, avocado, salsa, chips, etc.

From Todd Muckerheide, Program Development

ASH is a wonderful place to work. Everyone works very well as a team, from field staff, internal staff, management, IT, and marketing. There are always people willing to lend a helping hand. Everyone has friendly and caring attitudes, which really sets ASH apart from other places I have worked. Teamwork is the key!

—Cheri Terrell, RN Case Manager

Alternate Solutions affords the opportunity to provide quality health care to a diverse clientele while promoting a charged atmosphere for superior nursing practices and continuing education.

—Michelle Hopkins, LPN

Culture to me means a group of people who have the same ideas of what they consider to be the norm. I think Alternate Solutions and my culture are the same, because we believe that the patient deserves the best, and that everybody should be treated as if they are family. That is why I stay with Alternate Solutions, because I think they have the same culture as I do, and the same basic principles.

—Valerie McCaleb, OT







Cincinnati field staff during the 10th Anniversary Party



Dayton internal staff during the 10th anniversary party



Alan Wilson and Amanda Dodson on the inflatables



It's important to me to know that I am working for a company that believes that cultural diversity is a priority. I believe that ASH demonstrates that daily with our patients and staff.

—Casondra King, RN Case Manager

As I began my journey back to my hometown to be with my family, I knew my first priority was to find a “job.” However, I never found a “job.” Instead, I found a career with a company consisting of individuals who are genuine, supportive, talented, and inspiring. Alternate Solutions’ core beliefs and values along with the unified and positive effort that everyone willingly puts forth every day makes this company an exceptional place to work. I realized very quickly that Alternate Solutions truly means “we care like family” because, unknowingly, I also came home to a second family.

—Rhonda Antonelli, HR Coordinator

The Alternate Solutions culture means working together to accomplish a goal while being individually accountable for our actions. It also means striving to be the best at whatever we do. “We Care Like Family” means that we take the time to get to know our fellow employees and support them both at work and in their personal lives. We do more than just work next to each other—we work with each other and for each other. The best thing about working at Alternate Solutions is that we are working as a team to build something great. There is a great desire inside of everyone to be excellent.

—Al Lefeld, Director of Finance



Linda Kramer and Hunter Gonzalez at the 10th Anniversary Party



Denise

Amanda Dodson as Pocahontas

ASH provides a great work environment. We have liked-minded people with similar work goals who want to provide quality work for each other and our clients.

“We Care Like Family” is a very accurate statement. I have great co-workers who are not afraid to step in and help out when needed. Everyone truly seems to embrace the family concept, whether it is for a co-worker or client! I have worked here for two years and eight months. I really like the work I do. And the people here make it a great place to work.

—Chandra Chapman, LPN Quality Department

Alternate Solutions stays true to its Mission Statement.

—Kevin McCarthy, PTA



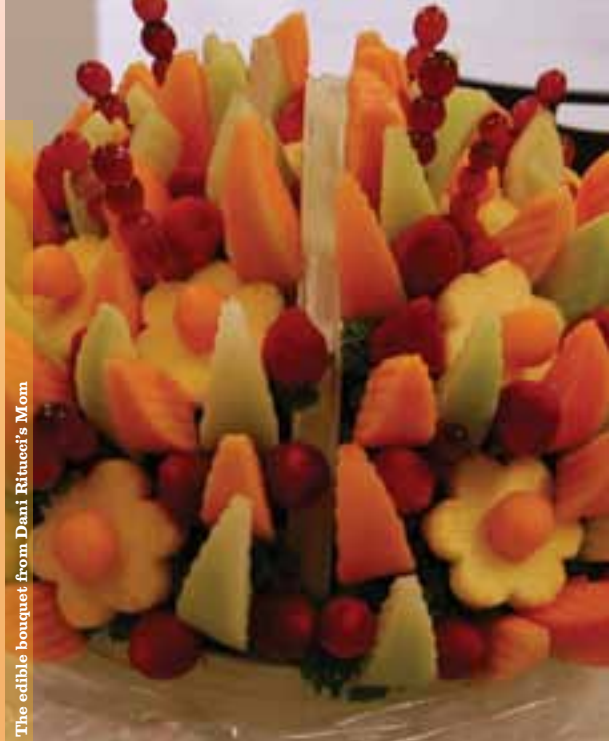
The Ault Family at the training center open house

“ Culture is the environment/atmosphere that surrounds you—what you feel, think, and see. ASH has worked hard to build and maintain a positive culture. I have learned many things during ASH University: communication skills, leadership tools, and providing good customer service. It will keep everyone coming back. We all care about each other, we learn about each other, and we take care of each other. We step up to the plate and help out whenever and wherever needed. I work with many people who are full of passion for what we do. There is compassion and concern for not only our patients but for our co-workers. I have a boss, Chad Creech, who I look up to and who is a man of honesty and integrity. He truly wants everyone to succeed in their positions. That same character is quite evident throughout the whole company. I know I keep repeating myself, but there are no other words I can think of to describe what it is like to work at ASH. It is a place of business—full of honesty, integrity, and they stand by what they say. They, we, all don’t just say it, we walk it!

—Kerry Armogida, RN Administrator

I’ve been in home care since 1997, and culture and diversity are always what you encounter upon entering someone’s home. A lot of times you think that you can’t learn anything from your patients, but you may learn something as simple as a different way to say “hi” in a different language, or different things, such as food, that are comparable to American food, but are made a different way, like Chinese. A lot of times with culture and diversity, you learn patience and reverence, because life is not always a straight line, and our patients have a lot to show us. I think Alternate Solutions’ patient base is the most wonderful patient base in the world, because they seem to be very understanding, and compliance is gained through subsequent visits.

—Tracy Smith, LPN



The edible bouquet from Dani Ritucci's Mom

#### INGREDIENTS

Preheat oven to 350°  
1 large jar of sauerkraut  
1 pound of ground chuck  
1 pound of ground sausage (your choice)  
4 heaping tablespoons of minute rice  
2 cans of tomato soup  
1 can of water

#### CABBAGE ROLL CASSEROLE

##### DIRECTIONS

Use a large mixing bowl. Place half of the sauerkraut in bottom of the bowl. Crumble sausage and ground chuck on top of sauerkraut. Add 4 heaping tablespoons of minute rice. Cover with rest of sauerkraut. Cover with 2 cans of tomato soup. Add one can of water. Bake at 350 for 2 hours uncovered. After 1 hour stir mixture once and return to the oven, continue cooking for 1 more hour. Enjoy! Great with mashed potato and corn bread.

— From Susan Maddin, RN CFSS





## INGREDIENTS

1 16 oz sour cream  
1 pack of ranch dressing/dip  
2 tbs diced jalapeno from jar  
(more or less to taste)  
top leaves of a bunch of cilantro  
(handful, more or less to taste)

## CILANTRO CHIP DIP

### DIRECTIONS

Combine all in blender. Let sit in fridge for an hour or more. Serve with tortilla chips. Also good as a spread on burgers or chicken sandwiches.

– From Jessica Zins, PSC

“

I believe the customer service that Alternate Solutions provides shows our patients and their family members that we really do care like family. The teamwork that we have, makes me feel part of a great team. Culture to me means caring about others as if they were a part of your own family, and taking pride in what you do.

–Lynne Hopkins, LPN

I've been working with Alternate Solutions for almost five years, and it's been a great experience. It's really been a pleasure. It's nice to be able to work for a company that really cares like family.

–Lance Fecher, Community Educator

What makes ASH culture special to me is the shared beliefs, values, and attitude toward the community. What's good for this company and for the customers we service, coming together like family becomes the driving force behind whatever we do and the service we provide, making it a great place to work.

–Tieannaca Fletcher, LPN

I enjoy the caring and compassionate atmosphere.

–Denise Alexander,  
RN Case Manager

Culture is important on all levels. To me, it means being respectful, and it shows in the care we show towards others. ASH is the best home care facility I know. I love working at ASH. I have extended family with ASH. They are constantly finding ways to help me and the clients. I will probably retire from ASH.

–Latonia Shipp, Home Health Aide

”



Halloween visitors in the Dayton office



Eric Masters in the Columbus office

## QUICK AND EASY PINEAPPLE CAKE

### INGREDIENTS

1 box of angel food cake mix  
14 oz. can crushed pineapple

### DIRECTIONS

Mix the cake mix and the pineapple with a mixer until light and fluffy. Pour into a greased 9 x 13 pan. Bake at 350° for 30 minutes. Frost with whipped cream if desired. Garnish with berries.

– Bobbie Andrews, RN Case Manager



Culture to me means being able to be who you are, and allowing those around you to be who they are, without judging them for their beliefs or thoughts or concerns. Also being able to take care of our patients and be friends with those around us, allowing them to be who they want to be, each in their own individual way.

–Holly Henry, LPN

Our culture means connecting with every patient on a personal level. Finding something that is important to them and making sure we meet every expectation they have.

–Amy Fitz, PT

This company is not like any other place I have worked in the seventeen years I have been a nurse. No one judges you. When I bombard the office with questions, they are quick to answer. Other nurses in the field always give a helping hand. David and Tessie are very giving towards the staff. Yes, some days are long and very tiring, but, it is worth the reward.

–Kari Lago, RN Case Manager







Pie-in-the-face contest at the 10th Anniversary Party



Holly Clemens and Rhonda Antonelli



Tim Grimes as Michael Jackson



The two most significant qualities of this company in my view are these. First, they are committed to the individual client. This is demonstrated by the constant pursuit of quality care and the celebration of employees, who go above and beyond in the care they provide. Second is the genuine concern for the employees.

—Brian Kramer, PT

To me, ASH culture means doing what it takes to be the best. I thought about ownership, management, office staff, marketers, and field staff all the different players who come together to create our final product. Each of those disciplines is given the freedom to do whatever it takes to create that final product and then is rewarded for their efforts. That final product is a client/family that is continually amazed at what ASH does to make their lives easier.

—Ken Simmons, RN Case Manager





I have been an employee at ASH for six years now, and I love ASH! All the staff are so kind, helpful, and friendly! Culture to me means attitude, beliefs, growth, and education. To me, family is the most important! Everyone at ASH treats you like family, and in turn we treat our patients like family—and they appreciate it so much. For some, we are all they have. And we always go that extra mile for them. I've always believed that you treat people the way you would want to be treated. I think I have met just about everyone in the six years I have worked here, and everyone is so friendly and helpful. Recently, I e-mailed with a question I had, and immediately received e-mails back from staff from everywhere! I was overwhelmed by the responses I received! Wow! What a great group of people!!

—Judi Gentner, LPN



Alan Wilson at Aileron



Chad, Christel, and Mike dodging water balloons



Doug Harris on pecan cooking class day

Being a part of ASH has been a wonderful, exciting voyage for me. All I know is that ASH is my family. From day one I dedicated myself to my responsibilities, and it is now simply a part of my daily life—when I'm at work and when I'm not. You see, I really don't view my job as a duty, but as a responsibility that fills my life with enjoyment. The meaning of culture can be found on a daily basis at ASH. It is comforting to know that you can go to work and be appreciated and respected by each member of the organization every day.

—Tammy Allen, PSC



Culture, to me, means the kind of focus a group has on its well-being, such as its way of life, health, education. The culture here at ASH is extremely focused on the well-being of their patients, their employees, and their customers elsewhere. It's comforting to know that in this day and age, there is still a "family-oriented" business that upholds their integrity and strives to achieve happiness in their own lives and, more importantly, in the lives they interact with every day. When I hear the phrase "We care like family," I automatically think of ASH. Caring like family means to provide concern and help to anyone, regardless if they are really in your family or not. When you care about someone, it's easy to go the extra mile to make them happy. That's what ASH does for all their patients and employees on a daily basis. On many occasions, I have seen e-mails that say "thank you for the flowers" for any reason from a death in the family to a newborn baby. The genuine concern and compassion is overwhelming in the most beautiful way, and for those who need this, it is a blessing. I know this because I encountered it firsthand when I lost my mother this past June. I cannot imagine myself working for another company during the hardest time in my life. In my world, I had lost my mother, my best friend, my rock. In all honesty, it was ASH that kept me going. All the qualities I love about my mother are qualities and standards that ASH maintains on a daily basis. Perhaps that's why I feel like I'm family too. You just don't get that feeling anywhere else. I know—I've been other places, and that's precisely the reason I work here now. I have been working here at ASH for almost two years now. I love the fact that I like to come to work. When I get here in the mornings, I feel like I have a purpose, not just a job. When you spend more time at work than you do with family, it's important to feel welcomed to be yourself and compatible with the people you work with. ASH is a pro at finding, not just people, but the right people.

—Kimberly Long, Customer Service Specialist

Any Bailey in the Columbus office



#### INGREDIENTS

1 whole cooked chicken (pulled)  
2 jars Heinz chili sauce  
1/2 cup brown sugar, packed  
3 oz. Country Bob's all-purpose sauce (or any BBQ sauce)  
4 tsp. Worcestershire sauce  
1/2 cup orange juice  
1/2 cup molasses

#### JUICED-UP BBQ CHICKEN

##### DIRECTIONS

Mix all ingredients in pot except pulled chicken. Heat and simmer, stirring occasionally, 15-30 minutes

Pour over chicken or add chicken to mixture. Slow cook 1 hour.

— From Janice Noe, RN Quality Department



## INGREDIENTS

2 cans artichokes (drain and chop)  
1 box frozen chopped spinach (thaw, drain, squeeze dry)  
2 cups mayo (Hellman's)  
2 cups Parmesan cheese (fresh or packaged shredded)  
onion and garlic powder to taste  
cayenne pepper

## SPINACH ARTICHOKE DIP \*\*\*\* (4 STARS)

### DIRECTIONS

Mix all ingredients (except cayenne pepper) and spread into baking dish. Sprinkle cayenne pepper on top. Bake at 350° for 20-25 minutes. Serve with Triscuit crackers.

— From Linda Kramer, Director of Organizational Development



I came to ASH after working for another home care agency in the Dayton area. This agency was one of the top two leading competitors of ASH. They had many of the same mission statements, including a positive work environment for employees, as does ASHC. The huge difference is that while my former employer preached it, Alternate Solutions has implemented it in its everyday interactions with employees at all levels. This has been the most positive and refreshing experience I have had in my thirty-six years as a health care professional. Thanks, ASH. I have found my home!

—Patrick McEvoy, PT



David at Thanksgiving

The culture at work is very important. You spend so much time at work that it needs to be a place where you feel you fit in, where you are accepted and can grow. I feel the culture of Alternate Solutions has allowed me to express myself with my own personality, and I never feel like I have to fit into a mold. We have grown so much over the past year that I think without our culture and respect for each other, it could have been a struggle. However, overall, we have learned, grown, and had fun. I look forward to all the new faces that will join us this next year, and I continue to be proud of everything we do. Each one of us has contributed something to our culture, both personally and professionally. Working for a company that is so accepting of growth, opinions, and teamwork is truly refreshing. I feel on an equal level with everyone I work with, and everyone feels valued. And we have a great time at it as well. The year 2010 will be an exciting year for ASH, and I can't wait.

—Kim Winters, RN Case Manager

The culture of ASH is just part of the whole package. We go above and beyond for our clients and our co-workers. My co-workers are what I like best about ASH.

—Stephanie Miller, RN CFSS



Vicky and Tammy have been very good to me, and ASH is a nice place to work. I am proud to be a part of ASH.

—Theresa M. Pettit,  
HHA

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To me, your culture is who you are when no one's looking. For a small business owner, you could say "It's what everyone does when the owner isn't around." I would argue that few companies in the Dayton region have a better culture than Alternate Solutions. As a vendor, we have seen firsthand how well we are treated and the respect that is given for our talents. The people we work at ASHC have been given the responsibility to do a job the best way they see fit; there is no 'micro-managing' going on. An environment like this makes success contagious as people take ownership of their work and make good decisions. If I ever have a family member that needs in-home care, your company will be the first I call, because I trust you. Some companies 'get it,' others don't. ASHC GETS IT!

—Martin J. Grunder Jr., President & CEO  
Grunder Landscaping Company

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## CLASSIC PESTO

### INGREDIENTS

2 cups fresh basil, washed and patted dry  
2/3 cup Romano or Parmesan cheese  
½ cup toasted pine nuts  
2/3 cup olive oil  
2 cloves garlic or to taste

### DIRECTIONS

Using a blender or food processor, place all ingredients in at the same time and whiz until blended. Will be granular but smooth. Let stand for at least 1 hour. Will hold in the refrigerator for 2-3 days. You can put the extra pesto in a ice cube tray and freeze for individual use. Cook pasta per directions on the box and serve pesto warm with extra Parmesan cheese. Makes enough for 1 pound of cooked pasta

—From Cooking Class on Pasta and Salads.

The Wilson family at the training center open house



Culture encompasses a common feeling and direction shared by a group of people. ASH has meant opportunity—to work on new programs, work with the leaders, work in groups and teams. The best compliment I can get from a staff member is, “Thanks for taking time to listen” or that “This company really cares about me and my family.” The great thing is I hear these kinds of statements a lot. ASH is different than the other places I have worked in that I look forward to coming to work every day to look for ways I can grow our people and our business. I like that ASH is not afraid of change. I love being a part of a company that does what they say they are going to do.

—Joe Bair, PT Therapy Manager

I have been fortunate to be an employee of Alternate Solutions HomeCare for over a year now. I was raised in a caring family environment, and I feel comfortable and secure in my role here because I have experienced the same caring environment here. Alternate Solutions truly believes in enhancing the best in everyone—including patients, employees, referral sources, and community agencies. I am given the responsibility to make a difference, and I will make a difference—a positive difference. What a privilege. I have felt welcomed and have met some of the finest people since I came here. I am so proud to say that I am employed here.

—Sandie Sierschula, RN CFSS

This company is like no other. Companies I have worked for in the past have preached “family balance” and have talked the talk, but never walked the walk. I pride myself on family and work balance. Alternate Solutions HomeCare not only walks the walk with family balance, but includes family in many work outings. I believe a happy home life fuels a positive and successful work life—that is available in abundance here at Alternate Solutions HomeCare.

—Paul Ackerman, Community Educator





ASH100 group training



Vicki Hays and husband, Deb Hartley and friend



Monte Carlo events at the holiday party



Home care is new to me. At first I hesitated to take on a new setting. Everyone at ASH helped me (and continue to help me) with the adjustment. My co-workers have all been patient and welcoming, and I haven't regretted the choice.

—Kim Dearth, PT

Culture to me means understanding the concept as a whole. We must look at culture and how it affects the individual, society, and the helping process. It is what we have learned along the way. Culture is reflected in the ways we interact with one another. At ASH every intervention we make, we do because of our commitment to ourselves, our company, and the values we believe in.

—Colleen Crowley-Ames, LSW

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Culture is very important to me especially since my husband and I adopted our precious little angel from China three years ago. Even though she's a U.S. citizen, we still celebrate her Chinese culture. We like to take her to a special Chinese restaurant where the workers there dote on her by speaking Chinese and giving her Chinese souvenirs. We also watch a special Chinese cartoon, Ni Hao Kai-Lan, which teaches her about her Chinese culture. Culture is what makes up a person's values and beliefs. There are many different cultures, and I feel it is important to be respectful of each of them.

—Sherry Setser, RN Case Manager



Employee recognition awards at the holiday party



David making announcements at the holiday party

Working for this company has been a wonderful experience. I have gotten to work with a lot of different people, and all of them have been great. I have worked out in the field and in the office, and both sides have been a positive learning experience for me. Having David and Tessie being such big supporters and being so involved in our everyday duties is something I have never experienced with any other company. They really do “care like family.”

—Nicole Barker, PSC

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Monte Carlo events at the holiday party

Culture speaks to the integrity of an organization. It is not by accident or pure luck that Alternate Solutions has been the recipient of an integrity award as well as being one of the best places to work in Ohio. Our culture speaks volumes as to the leadership of this organization and to the dedicated staff that make this a culture of caring, compassion, and integrity. “We Care Like Family” extends to staff, our patients, our patients’ families, and even our vendors. We treat all of these individuals with compassion and respect. In short, we treat individuals how we would want our family treated. I had the pleasure of presenting a customer service presentation this year. As I did my research, I found instance after instance of caring like family...finding a home for a patient’s pet that they can’t take with them to a nursing facility; sending flowers to staff during difficult times; collecting gifts and food baskets for our less fortunate patients...this is an organization that truly cares like family. I have worked here for exactly a year and have loved every minute of it. The best part of ASH is the people. We truly care about each other; have fun; work hard; but most of all, we never lose sight of why we are here. To take care of those who need us the most.

—Tim Grimes, Business Development/Legal Services

I have worked for Alternate Solutions for two plus years, and the culture at Alternate Solutions is like no other. I can’t wait to come to work every day to make a difference—and in today’s world, not too many people can say that. Alternate Solutions is the best company I have ever worked for hands down! When we say “We Care like Family” it isn’t just a catch phrase; it is something every individual in this company tries to achieve. I could never find the words to describe how wonderful this company is and how much the patients and employees are cared for.

—Tracy Seagraves, Billing Specialist

John Guzowski and his team in Bagdad



#### INGREDIENTS

1 can Eagle brand milk  
12 oz. Cool Whip  
20 oz. can crushed pineapple (drained)  
16-20 oz. pkg sliced frozen strawberries (sweetened)  
4 large bananas

#### FROZEN STRAWBERRY DELIGHT

##### DIRECTIONS

Stir together Cool Whip and milk. Then stir in pineapple. Finally stir in the strawberries and bananas. Freeze solid. May have to thaw before serving.

— From Janice Noe, RN Quality Department



## INGREDIENTS

6 cups milk (I also add a little bit of chicken broth)  
3 cans condensed cream of chicken soup (10 3/4 oz.)  
undiluted  
3 cups shredded cooked chicken (I buy 2 rotisserie  
chickens from the grocery—quick and simple)  
1 cup sour cream (8 oz.)  
1/4 cup hot pepper sauce—Texas Pete (1/4 to 1/2)

## CROCKPOT BUFFALO CHICKEN WING SOUP

### DIRECTIONS

Combine all ingredients in a crockpot. Cover and cook on low  
for 4 to 5 hours. STIR OFTEN. Serve with tortilla chips. Yields 8  
servings (2 quarts)

—From Beth Kincaid, Community Coordinator

Culture at ASH means doing what we actually say we do. Everyone “walks the walk” and “talks the talk.” ASH has been a wonderful, supportive, and caring company to me and for me. We really do care about employees as well as clients. When my husband was seriously ill and not expected to live, this whole company was there for me. I mean from the CEO on down. I have been in nursing for 41 years and have never worked anywhere like this, where it is truly your family—what a staff. I like the ability to grow professionally and personally and that my input is listened to and acted upon. We know where the company is headed and how we are going to get there as a team.

—Vicky Hays, RN CFSS Passport

What I like about working for Alternate Solutions is that everyone really does care. The staff, internal and external, is generally concerned about helping each other and figuring out what is best for the clients and the employees. We all really function as a team to get the job done.

—Carrie Nagi, PT

I can sum it up best by saying “Teamwork”:  
I always feel like my co-workers are there to support me.

—Lisa Kelly, PT

To me, culture means really caring. ASH really cares for me as an older home health aide who wants to help with caring for others. I have seen the caring with the RNs in the field and our clients. The Passport Schedulers are the best. The staff works with other caregivers to help meet the clients’ needs.

—Carol R. Proffit, HHA



Centerpieces at the holiday party



## SLOPPY JOES

### INGREDIENTS

1 pound ground beef  
2/3 cup chopped onions  
1 tsp salt  
1 tbsp flour  
1 cup water  
1 tsp Worcestershire sauce  
3/4 cup ketchup

### DIRECTIONS

Brown ground beef and next 3 ingredients. Drain off excess fat. Stir in water, Worcestershire sauce, and ketchup. Simmer, stirring occasionally for 15 to 20 minutes. Serve on buns.

– From Amy Smith, Billing Manager

Todd Muckerheide immobilized during water balloon firing squad



I believe the fabric of this company is reflected in the ownership and management. “We Care Like Family” is more than a catchphrase for Alternate Solutions HomeCare. They live that mantra and support all of their employees in that fashion.

–Gene C. Beck, Community Educator

Culture encompasses many things, including beliefs, values, and ethics—all of which guide the attitudes of a group. ASH encourages all of its employees to work together to not only grow the company but to also provide an avenue for our own personal growth. “We Care Like Family” not only for our patients but for each other. Every day you can observe this in action. The camaraderie is another benefit of working at ASH.

–Lisa Morrison, RN Director of Clinical Operations

It’s great to work for a company that helps people remain independent in their home. There is no place like home, and Alternate Solutions makes home an option for many people.

–Doug Nienaber, Community Educator





01/03/08

Ms Lauer  
My nurse Kathy Knobb is a  
wonderful person. When she visits  
it is more like a friend. I  
~~more~~ would tell anyone to use  
your services. Everyone from there  
has been really nice but Kathy  
is a real sweetheart. I adore her  
as a person and a nurse. Thank  
you for sending her to be a  
nurse and a friend to me.

Margaret Jackson

Employee recognition awards at the holiday party



David and his mother, Dee Myers and her husband



The Youngest Wilson as a lady bug



The culture at ASH is built on caring and camaraderie of co-workers and managers. Everyone is caring about each other; birthdays, births, deaths, all important milestones are remembered and embraced. The employees are great to work with. Thanks for everything.

—Lisa Fuson, RN CFSS

Having a job that truly makes a difference in people's quality of living is very rewarding. Doing this with a company that puts forth a large effort to provide the best standard of care for not only their clients but also their employees makes my job even more rewarding. Caring "like family" is not always the easiest thing to do, but knowing and seeing the positive results in people's lives is worth every extra effort.

—Lisa Craig, PTA



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From the moment I started at Alternate Solutions HomeCare, I sensed an overwhelming positive, friendly environment—so much so that I was a little skeptical. I kept waiting for the true feelings of those I met with to emerge. To my surprise, that never occurred. I have to say that I have never worked with such a professional, business minded, respectful group of people, who want to see you succeed. It's a place where a team approach and effort is realized. First impressions are very telling: observing how employees communicate with one another, the pride in accomplishing one's work, shows how Alternate Solutions is managed. The impression directly relates to and is reflective of the administration.

—Dee Meyers, RN Customer Care Coordinator



Monte Carlo events at the holiday party



Nicole Kobman as Flo for Halloween

Culture means many different things. These are a few examples of what I believe to be the most important points. Culture means going above and beyond. It could be something as small as a simple phone call or as big as attending a funeral of a lost patient. Culture means caring for every patient as if they were a member of your family. Culture means expanding my knowledge as a nurse so that I can better serve and care for patients. Culture can mean so many different things that I like to work with the philosophy “Do unto others as you would like done to you.”

—Diana Rose, RN Case Manager



Chili cook off winners: Todd Muckerheide, Marcia Kiddon, and Tom Blommel

I have worked here at ASH going on four years. Each year gets better and better. I often say that I don't mind coming in to work, and the number one reason for this is culture. Everyone's voice is heard, and ideas are considered. And when you are spending eight to ten hours a day working for a company, this makes a huge difference. In the past I have been employed by various companies, and never have I been a part of an organization that treats their people the way they are treated here. Whether it's at a company picnic, Christmas party, or grabbing a Pepsi in the kitchen, the treatment received by others is the same. To me that says a lot. It means that the people we work with are genuine.

Several months ago I got to witness a SOC for my mother, and I have to be honest, I was a little overwhelmed by what our field staff does on a daily basis. For a nurse to go into a strange house and meet a complete stranger and extend to them the kindness and caring that they do is absolutely amazing. This alone speaks volumes for the type of individuals we hire. Hence, the great culture.

With that said, I will close by saying that ASH has been a life changer for not only me, but my family as well. I have been given opportunities that I might not have had in other organizations, and for that I am truly grateful. Keep up the great work!

—Chris Ault, IT Specialist

Alternate Solutions HomeCare has a lot of practices in place that are meant to make the employees feel like family. Birthday cakes for internal staff, flowers for hospitalized or ill staff and families. Regular carry-ins and events that are intended to create a bond for the staff in an effort to show that “we care like family”.

—Cheri Young, LPN Community Service Coordinator

Erin Combs' brother-in-law, Mike



#### INGREDIENTS

1 1/3 cup packed light brown sugar  
1/2 cup cinnamon applesauce  
1 Tbls. ground ginger  
4 pounds boneless pork loin roast  
Pork chop seasoning (Penzey's)  
Oven bag

#### EASY ROASTED PORK

##### DIRECTIONS

Preheat oven to 325° F. Lightly flour an oven bag. In a small bowl, blend brown sugar, applesauce, and ginger. Rinse off pork loin, pat dry with paper towels. Sprinkle pork loin with seasoning, rub in gently. Flip over and repeat on other side. Place roast in prepared oven bag. Pour the brown sugar mixture over the pork loin. Seal bag, and cut several small slits in the top. Cook the roast 1 hour in the preheated oven, or until the internal temperature has reached 160° F. Slice meat, spoon sauce over slices, and serve.

Note: Steps 2-5 can be done in advance, allowing the loin time to marinate in the sauce mixture (I let mine soak overnight). Serves 12

— From Julie Aughenbaugh

## INGREDIENTS

1 can whole kernel corn  
1 can cream corn  
1 box cornbread mix  
1 stick margarine  
1 cup plain yogurt

## CORN CASSEROLE

### DIRECTIONS

Preheat oven to 350°, put margarine in 2 quart casserole dish, place in oven until melted. Remove casserole dish and add the remaining ingredients. Mix well and bake uncovered for 30 minutes. Serve warm.

– From a CE Cooking Class with Glennia Bond



I just love working for Alternate Solutions and the people I work with as a team. I recently lost my grandma, and everybody was very supportive. They sent flowers, called and checked and made sure everything was okay. Actually, they took care of my grandmother also. I have nothing but positive things to say about all of the nurses and therapists that came to take care of her before she passed away. I just feel very lucky to work for such a wonderful agency, that really does treat you like family, and you feel very special and work as a team.

–Shelly Turnington, RN Case Manager



Chad Creech and team building exercise in ASH100

I've been with Alternate Solutions since October 2006, so it will be four years this coming October. I can honestly say that the atmosphere of the company is one of genuine respect and concern for all employees, our safety, and our ability to perform our jobs. There is always constant communication and information given out. The I.T. Department is wonderful to assist with our PDAs – Chris, Doug, and Tom are all very helpful. That is really vital when you are out in the field and you call in for I.T. services. The schedulers are great—Amanda and Susan, getting us our people in our PDAs in a timely manner. And overall, it's a well-organized group of people to work with, and I hope I can continue my relationship with Alternate Solutions.

–Krystal Roberts, OTA

ASH culture that I appreciate is the professional as well as personal support from office and field staff. The caring atmosphere. I like the flexibility and sense of autonomy that my position offers as well.

–Michelle Russell, PTA



ASH has made me feel like part of the “family” since I started with the company. Also, I feel respected for my skills and experience. That means a lot!

–Donna Eastham, SLP



Alternate Solutions shows it “cares like family” because when I needed more time to be with my children, we worked together to come up with a plan that would meet all of our needs. The fact that a company would work with me to meet this need is very important to me. I appreciate the willingness to “care for me like my family.”

—Kim Broughton, PT

Alternate Solutions is a very family-oriented company. Co-workers support each other, and you really feel that you are amongst friends and family when you are at work. You get a vibe when you walk into any office, and it is comforting, family-like, and fun. You can tell that the workers enjoy their jobs and enjoy each other. That speaks a lot for an organization. My co-workers and supervisors have in the past been extremely supportive when urgent family needs have arisen. I have looked at my co-workers as friends and confidantes. Everyone is very supportive and encouraging.

—Denise Hays, Finance

I am proud to be a team member and part of the family at ASH. ASH100 has given me the chance to start taking baby steps in developing my ability to become a leader and achieve higher goals within ASH. It has made me think beyond tomorrow and next week. The people I have met at ASH are focused and have goals. The teamwork and respect for each other is amazing. ASH will treat their patients with dignity, respect, and integrity—like you want your mom and dad to be treated. I see it in play every day. I am privileged to care for the patients and work with the people that I work with. I like the challenges we get every day and the support I receive to help accomplish these challenges and goals.

Miriam Kilroy, RN Case Manager

Culture means a way of living and working by the morals, values, and ethics you were brought up with. I was always taught to treat people how you want to be treated. I was taught a strong work ethic—to work hard, to do the best you can at any job that you do.

—Barb Conradt, PT

In 21 years of home care, I have never worked for a company that truly stands up to “We are like family.” Thank you for being a part of my family and the Nelp family.

—Pam Nelp, PTA

I am glad to work for a company that cares for their employees as much as it does for their clients. I feel appreciated and needed.  
—Melissa Dailey, OT



I like our company. I like their views on health care and how we care like family. I personally would let them take care of anyone in my family, and I would never work for anyone that I wouldn't recommend myself. As a whole, they care, they're considerate. If there is a problem, they do everything they can to fix it, like you would for a family member, and I really like that.  
—Bernadette Brown, RN

The culture here at Alternate Solutions is very important to me and is one of the main reasons I wanted to belong to this organization. We are all working towards the same goal and truly care about our patients and getting them better. We help each other out and work as a team. The culture is very healthy and positive and makes coming to work simple.  
—Brooke Wedding, Community Educator

I enjoy working with Alternate Solutions because I feel that Alternate Solutions cares about family and also community. The reason why I say that is because Alternate Solutions has a lot of the employees work in the areas where they live. That is very important to me, because I have children. This way, if my children need me to respond to a situation, I'm there within minutes. And also, I love the fact that at the same time, I'm working in the community where I live. I'm helping those who live in my area, and that is very important to me also—kind of like giving back. Also, my daughter is in a dance group, and I really felt that it was special for Alternate Solutions to sponsor her when they matched my contribution. I really appreciated that because it helped with uniforms and travel expenses for competitions. I've been with Alternate Solutions for several years now, and I plan to be here for several more.  
—Wanda Faison, OTA

Culture means to me living in an environment surrounded by people who love one another, help one another in good and bad times, and who care about your well being. What drew me to Alternate Solutions in the beginning is that the administration strives to put the patient first and provide the care to that patient, keeping their best interest in mind. They promote providing care as if it was your own family member.  
—Sharon McFadden, PT





Susan Kramer and Sandy Brown

## WHITE CHOCOLATE PUFFCORN

### INGREDIENTS

White chocolate bark, melted in the microwave

### DIRECTIONS

Pour over puffcorn in a big bowl and use a knife to stir it, so that the puffs don't get broken.

Then lay out on wax paper and sprinkle with colored sugar and let it dry. Can also use with regular popcorn.

—From Denise Hays, Payroll—Accounts Payable

ASH culture defines the work environment that is open, results-driven, and growth-oriented. The entire organization treats one another like family. We care about the happiness of our employees. I have worked with ASH for less than one year, but I plan on retiring from ASH.

—Nick Rogish, Development

Culture to ASH means integrity—everyone is held to a high standard and that standard is enforced. I think integrity and culture go together. We treat our patients and employees like we would treat our own loved ones. I see it every day. Our employees will go out of their way to make sure our clients have what they need to stay safely in their homes. This has been my first year at ASH, and it has been the best year of my career.

—Teresa Cosner, RN Field Administrator

To me, culture means the combination of my company's skills, experience, personal and business attitude applied to nursing care for patients. I just passed my five-year mark with Alternate Solutions, and I'm very proud of that. But a couple of years ago I had a problem, and after thinking about it for a few days, I decided to call David. I left a message on his voice mail, and after leaving the message, I got up and went into the shower. By the time I got out, there was a response on my voice mail. He validated my feelings. He said he would look into the situation, he apologized that I was feeling the way I was, and he did take care of the situation. I will never forget that. I will always respect him for that. At Alternate Solutions, it has always been an open-door policy with Tessie and David, and I hope that never changes—and I'm certain it won't. Also with the other management, I feel very comfortable walking in and expressing my feelings to them. When doctors' offices say to me, "Thank you so much, you're doing a very good job taking care of the patient," I think that is one of the greatest marketing skills we can have. It makes me feel good, and, of course, the patient benefits. To know that they trust me is the ultimate.

—Vicki Curry, LPN



Dear David and Tessie,

I have not worked with you in your professional duties but have interacted with both of you in my professional sphere. As well, we have had personal interaction.

Based on that, I have the following comments:

1. When I contact you, you generally get back to me within one business day, often immediately or in a few hours. That is HUGE in my world.
2. When we've had personal interaction, you have the courtesy to send a written note. Not an e-mail, but a written note that came in the post.
3. When our organization was honored, you took the time to cut out the article and had it archived on our behalf.

That tells me all I need to know about you as professionals.

It tells me you are communicative, professional, and interested in the welfare of others. That bodes super-well for you and your organization long term.

I appreciate the chance to share this with you.

—Patrick P. Rini, Partner, The Connor Group



Cooking class in Cincinnati



Amanda's newest family member



Sandie Sierschula trying to dog-nap the puppy!



I believe that culture is helping our patients to the best of our abilities. It is about goal setting and problem solving. It is about reaching for the stars for our patients and their families.

—Marsha Witt, OT

Culture to me is teamwork to complete a PT episode successfully, from the community educator who brings in the referral to the person in billing who oversees payment at the end, as well as all the schedulers, nurses, therapists, and office staff in between. The PT's episode cannot be completed successfully without any one of these individuals doing their jobs. This is the definition of teamwork at its best!

—Jennifer Heckler, PT

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Culture, to me, means a group of people working together towards a common goal and sharing the same beliefs. ASH is a company that strives to be the best. Daily, I see clients smile because ASH truly cares. Clients love feeling special, and that is the vision of ASH. I like the customer service and that ASH strives to exceed customer expectations.

—Michelle Adams, RN



Ashley Hill and  
Michele Rowe



Nick Rogish

*I enjoy working for a company that has a clear understanding of insurance rules and regulations, does its best to serve our patients within those guidelines, but has enough compassion to help those who don't quite fit inside the box and allow its clinicians to help them anyway—taking on pro bono cases is a great way to show you care like family.*

Kim White, OT

”



Therapy staff at Elmcroft



Well, I'm sure you have heard the phrase "no one can take care of you better than family." Although there is some truth to that, I wholeheartedly believe that ASH does care like family. I have seen it firsthand over and over in the last seven months through nurses, therapists, and internal staff who will go out of their way to make our customers feel special. A couple of specific examples come to mind. First, a nurse case manager I work closely with, Julie Stewart, is outstanding! She gives her clients top-notch care no matter how much time she has spent with her client or if she is running behind schedule. She has great follow-through, good communication, great rapport with her clients and team, fantastic documentation, and goes beyond the call of duty on many occasions. I have seen Julie change her client's bed linens, de-clutter their environment, and even take out their trash. She is truly one of the most dedicated, compassionate nurses I have ever worked with. Thank you, Julie! Another person who comes to mind is Dan Shelpman, PTA. I have known Dan on several occasions to go out of his way and pick up DME equipment for clients to ease the burden on them or their caregivers. Dan, thank you for investing time in your patients and treating them like family. Your fun-loving personality goes a long way. Melissa Waker, PTA, is another special asset to ASH. She loves and cares about her patients very much. She even takes personal time to sew rice packs to donate to her clients who are in need of a heat modality to sooth their aches and pains. Melissa, this is something very special your clients will never forget. Thank you for your thoughtfulness. Well, I could go on and on, but I think you get the point. The bottom line is ASH is a family that grows each and every day with our clients, making us "one big happy family." An analogy comes to mind that reminds me of ASH—a tree and its life cycle. All of our staff (physicians, nurses, therapists, internal staff, social workers, home health aides, and of course David and Tessie) create the core and foundation, symbolized through the trunk and roots of a tree. The branches signify each and every one of our clients who experience different seasons of life that bring new understanding, better health, patience, and hope. When I first think of culture, I think of the environment I work in and the overall morale. I have to say ASH upholds these two areas. I love working for a company that is always striving for perfection and at the same time giving thought and consideration when making changes. ASH listens to their "customers" and reacts to make positive changes in a timely manner. I truly feel like ASH values me as an employee and reinforces that with positive feedback, open communication, monetary bonuses, and a positive work environment. ASH is a generous company as well. They donate to local organizations, the community, give low vision supplies to our clients at no charge, and offer good benefits to their employees, such as quarterly bonuses and a top-notch pay rate. I am very proud to work with ASH and look forward to the future. Since they have invested in me over the last seven months, I am ready to invest in them. Thank you, ASH, for allowing me to be a part of your culture and giving me the opportunity to do what I love, occupational therapy. David and Tessie, thank you so much for the opportunity to work with your company and adopting me into your family.

—Angela Hannah, COTA



#### INGREDIENTS

1 can cranberry sauce  
1 bottle Catalina dressing  
1 package onion soup mix  
6 large chicken breasts

### CRANBERRY CHICKEN

#### DIRECTIONS

Place the chicken breasts in a baking dish. Mix the other 3 ingredients and pour over chicken. Bake at 350° for 45 minutes.

— From Bobbie Andrews,  
RN Case Manager



#### INGREDIENTS

16 oz. macaroni (shells, spirals or elbows)  
2 cups half and half  
1 stick butter  
1 can cheese  
16 oz. shredded cheese

## MACARONI & CHEESE

#### DIRECTIONS

Prepare macaroni according to box directions. Mix cooked, drained macaroni and all other ingredients in a crock pot. Cook on low for 2½ - 3 hours. (We needed to double this recipe for carry-ins).

– From Amy Smith, Billing Manager

I am thankful to be part of an organization that helps people have quality of life at home. We not only provide a marvelous service to our community but do so with the state of the art technology. Confidently, I can say I work for a health care provider that takes care of their patients and their staff. I treat my patients and fellow staff members with the care and thoughtfulness. I feel comfortable making recommendations that I would make for my own parents or children. I have made life long friends through ASH and I am proud to be a part of a marvelous team. Shelly and I are like sisters now. I feel that I can provide excellent care because of my knowledge and also the available resources, technology and teamwork.

–Bobbie Andrews, RN Case Manager



Our culture is respect, integrity, professionalism, and dedication to always doing what is right for our clients. I think our commitment to these values is evident in every aspect of our business. ASH has meant working with such caring, kindhearted, dependable, and trustworthy individuals that make up a great team. We all work together for the same outcome, to take care of the patient. Everyone goes the distance for our patients supporting each other from our community educators to our nurses, therapists, and home health aides. We are always hearing stories about our employees going the extra distance for someone. We also stand out as a company due to the up-to-date technology available to us, giving us the knowledge and tools to do the best job possible. I love the way David and Tessie are always accessible to us if we need something. Our Quarterly EPS checks are an added benefit. I also like the fun food days and the social outings.

–Alissa Roark, Receptionist

What I like about working for Alternate Solutions is that there is always a support system. We work as a team for total patient care.

–Mari Kay Dono, SLP

Culture to me is kind of like each individual's uniqueness. Meaning we are all different and unique in our own ways.

–Jennifer Clifford, LPN





## SWEET AND SAVORY PUMPKIN SOUP

### INGREDIENTS

1 tbsp vegetable oil  
1 tbsp unsalted butter  
3 leeks, white part only, thinly sliced  
15 oz can pumpkin puree  
32 oz carton vegetable broth  
pinch ground cloves  
1 tbsp ground cinnamon  
1 tsp ground ginger  
1/4 cup brown sugar  
salt to taste  
(optional) heavy cream or half and half for garnish

### DIRECTIONS

Heat oil and butter together in a medium saucepan over low heat. Add sliced leeks (white part only) and saute gently until leeks are soft. Add pumpkin puree and spices, stir until well mixed, then while stirring, pour in vegetable broth. Add sugar slowly while stirring. (You may want more or less sugar depending on your taste preferences - so taste as you go along.) Bring to a low boil then lower to a simmer for 10 minutes. If desired pour a tsp or so of cream or half and half into bowl before ladling in soup and add a dash of cinnamon. Serves 6.

– From Cathy Henderson, RN, Quality Department



I love working for ASH and love the feeling of “working together as one big family!” I have not worked anywhere in a long time where people work together to accomplish the same goals and are kind in the process. Thank you for hiring me as part of the team!

–Sheila Johnson, RN

Where I feel this company and its employees have grown is in gaining a better understanding of individual roles, both internally and out in the field. This knowledge has helped utilize the resources that serve our patients. Whether it is who handles the billing or what areas a speech therapist may address, having this awareness makes everyone, staff and patients included, more productive. Thanks so much.

–Holly Boehmer, COTA



I enjoy working in the home health care field and love the flexibility. I work with a great team and it's easy to communicate. I truly feel ASH is a wonderful company to work for. ASH is the best place I have worked, and I foresee being with them for years to come.

–Lacey Duff, COTA

Sue Maddin and her granddaughter, Aubrey



Megan Eder in cooking classes



I am not judged, and I can be who I am. We are all good, working with people where the color of your skin does not matter. When I am going through something, I can be up front. I do not have to hide anything. I like working at a place where I can take care of my clients in peace.

—Chiquita West, State Tested Nursing Assistant

I believe working with Alternate Solutions is about offering the highest quality of care and working with ethical people, who care ultimately for all of their patients and their patients' families. Taking the extra step to make sure that the patients are well cared for, and even after we are gone, making sure that everything they could possibly need is set up. I'm working with the most phenomenal people I've ever worked with in my twenty years of nursing.

—Laura Buttlewerth, RN Case Manager



I feel like culture is all of us with different beliefs, backgrounds, knowledge bases, experiences coming together to take care of our patients in the best way that we can. We all come from something or somewhere, we all have a foundation that we've been taught via our family, life experiences. Or our patients teach us things, and then we are able to take all the knowledge and share it with one another to be able to actually take care of the patients in the best way we can. I think Alternate Solutions does an excellent job of coming together and sharing our knowledge and doing what we can to do the best by our patients.

—Holly Bishop, LPN



The courtyard



Santa and Liam Glassmeyer

Our culture at Alternate Solutions HomeCare is like a big family. It consists of many different individuals who have shared beliefs and values and who are driven to maintain a warm, caring, and positive workplace. It is our dedication, hard work, and superb professionalism. It is our ability to turn challenging situations into successful situations. It is our ability to care for others. Our culture at Alternate Solutions is very special!

—Jennifer Duco, SLP



Christal Alt's brother, Mike



David Gansarto sent out an e-mail on 1/19/10. In that e-mail he made mention of the company (ASH) taking risks. I realize that when ASH hired me to work in the Quality Department it was somewhat of a risk. They were going to allow me to work from my home, which was going to be in eastern Kentucky. With their current technology and my years of home care and quality experience, they were willing to take a risk and hired me. After working for ASH for over a year now, I believe they realize this has worked very well. I am impressed with the technology in place and how smoothly this has worked. Even though I do not see my co-workers face-to-face very often, I feel I am working side-by-side with them every day. I feel I am just as informed about what is going on at ASH as anyone who comes to the office every day. I appreciate the opportunity ASH has given me to work in the Quality Department and work every day to reach goals set by the company.

ASH is also very involved with local charities on a regular basis. Giving back to the community is a very important part of the company, and this is very impressive to me. They not only contribute locally, but they also contribute nationally. Even though I work from outside the office, I have seen the meaning of "We Care Like Family." My sister passed away in May of 2009. There were flowers from ASH at the funeral. My husband and I pastor a church in eastern Kentucky. In October of 2009 our church burned and we lost everything we had. ASH sent a check for \$50 to go toward a building fund. I have worked in the health care field for thirty years and have never seen this type of "caring" from previous employers. Most of the time, the employees would have to put money together out of their own pockets to send flowers to a fellow employee in the hospital or for a loss of a family member. I can also see from the e-mails that go out on a daily basis the generosity of Alternate Solutions HomeCare. I am proud to work for such a great company.

I guess the thing I like the best is that they realized the contribution I could make to the company and have given me the opportunity to work from my home. Salary and benefits are very comparable for the market. ASH also has a bonus plan for their employees. You just don't find this any more from most companies unless you work in very high administrative positions. Yes, you must work hard to reach the goals set, but being rewarded for a job well done lets you know you are appreciated. I believe some owners would put that money in their pocket, but not at ASH. They also give back to their employees. Just a great company to work for!

—Janice Noe, RN Quality Department

"We Care Like Family" ultimately means flexibility and genuine concern to me. ASH has provided me with flexibility to do the job I love so much as an occupational therapist and has shown genuine concern for me and my family's well-being. These areas are extremely important to me as integrity for my profession has always been very important to me. Family is and always will be my primary concern!

—Lori Grover, OT

The Billing Department on their Special Day!



#### INGREDIENTS

1 package of bulk sausage  
flour  
1/2 stick of margarine  
milk  
salt and pepper to taste

#### SAUSAGE GRAVY

##### DIRECTIONS

Brown your sausage, then add the butter. After it melts, you just add a little flour at a time until it starts to ball up. After it balls up, you just keep stirring until the flour cooks, then you add the milk until it is creamy (it takes quit a bit of milk.)

— From Susan Sieber, PSC

INGREDIENTS  
12 inch pork roast  
honey teriyaki marinade  
can of Dr. Pepper

## DR. PEPPER PORK ROAST

### DIRECTIONS

Marinate pork roast in honey teriyaki sauce for 45 minutes to an hour. Preheat oven to 350°. Put roast on a rack in an oven-safe pan (I use a roaster), pour Dr. Pepper in bottom of pan, cook for 1 1/2 to 2 hours. Baste as needed/desired.

— From Christel Ault, Medical Records Manager

It is evident that employees at Alternate Solutions HomeCare are not here just for a job or a career...but rather because it is their passion and their calling. The company demonstrates its commitment to employees through training and development, providing them with opportunities to grow both personally and professionally. The employees demonstrate their appreciation through their loyalty and longevity.

Our company culture is most unique, and we don't take it for granted. We don't just talk about it—we work at it, we nurture it, and we keep it alive. Our culture is embedded in the characteristics of our everyday interactions. Through our field staff, our culture extends beyond our office walls into the very homes and hearts of those we care for.

—Linda Kramer, Director of Organizational Development



Don Robinson and his birthday cake

I love my job and the people I work with. We are all on the same page, and we are working together on a common goal.

*Improving quality of life...in the comfort of home*


*"To be the preferred provider in any market we serve"*

"We care like family" means that ASH is my second family. They care about me and my family. They are there when something not-so-happy happens, and they are there to say, "Great job!" What I like best about ASH is the fact that we all work as a team and that we are really family. You have a support system in place when you need help or have questions about your job or if you are going through a difficult time at work or with your personal life.

—Susan Sieber, PSC

The culture to me is working as a team to provide the best care for our patients. Even though I work in the office and not directly with the patient, I know that my work does in some way affect the patient care. Not only am I challenged to do the best work possible, but I am continuously impressed by the people I have the pleasure of working with every day.

—Susan Maddin, RN CFSS



Culture means the beliefs and subsequent behaviors that provide the common ground for working towards the goal of “being the preferred provider in any market we serve.” The ASH200 class has been the “fertilizer” and “cultivation” to that common “ground” to enhance it richly and deeply. “We Care Like Family” is the thread woven in the backdrop of our culture, so that every team member has the same understanding of the goal when making daily decisions. The people at ASH were hired not because they had the capacity to learn our culture, but because we found good candidates who were an extension of that culture already and had the skill set to do a certain job. What I like best relates back to the things that are important to David—I like the honesty (in feedback, in working projects, in setting goals), the work ethic of my co-workers (not one person is carrying the load—it is all done together), and I value the dignity and respect that is displayed in the workplace. I did not have any of that in my last two jobs.

—Amy Smith, Billing Manager

Alternate Solutions, I feel, is a company that if you come to them about a patient’s needs, they are sensitive to that, and they will go above and beyond to try to figure out what they can do for that patient to meet their needs. I have been with the company for almost four years, and I’ve seen it happen over and over again where they have gone above and beyond. They make various contributions to the community, as in the food bank and some other things. Last summer, my son’s baseball team was given tickets to go to the Dayton Dragons’ game, which I think was really nice—not too many companies would do that. I appreciate that very much, and the boys had a really nice time.

—Tia White, PTA

The definition of culture has continued to evolve for me over the past years. As I watch our culture develop and mature, I have seen every employee grasp the opportunity to develop and improve self, which ultimately creates a confidence filled with positive thinking and endless opportunities. ASH is one of the most exciting places to be, and we get to work there. Family and team are things that come to mind when we think of what makes ASH different. Together, everyone achieves more. This defines ASH and the people who work here. A family holds each other accountable, and you see that in action each and every day here at ASH. The other key word is “care,” and I am proud to say that our staff not only delivers the best care to our patients, but also to their peers and co-workers. The best thing about ASH is the endless opportunity for growth, both personally and professionally.

—Chad Creech, RN Director of Operations/ VP of Sales

It’s great to have a company that cares about the positive and negative events in an employee’s life. It’s great to have that support when tragedies occur, and others to share in the milestones and accomplishments of life. A gesture or recognition from your employer and co-workers goes a long way toward creating a positive work environment.

—Travis Parker, PTA





To me the Alternate Solutions culture is like a melting pot of all the separate individuals: their different backgrounds, beliefs, training, and heritage working together to become the perfect stew.

—Tom Tinker, LPN

We are truly a family at ASH. I feel comfortable in the department that I work in and know I can ask questions in other departments. I like not having the horrible feeling of dread on Sunday nights that I used to have at previous jobs. ASH is a place where I learn something new every day.

—Jennifer Hershner, Customer Care

I feel like I am truly cared for “like family.” ASH is not just concerned with my productivity on the job—which is a top priority. ASH also cares that I am productive personally. Everyone who works here is kind and more considerate than any place I have ever worked. Everyone understands that it takes a team to make things work! I love the job that I do; I really care about my co-workers and my supervisor. My supervisor shows me ways I can grow and do my job better without making me feel pressured or like I cannot do it. She is encouraging. I am very blessed to work for a company with such good standards and integrity.

—Peggy Goodloe, Medical Records

ASH shares the beliefs and goals with all employees, and we all work towards the same goals and care like family. Not only do we care about our patients but also our staff and co-workers. We send flowers and celebrate birthdays. The people I work with are all working towards the same goals—unlike other places I have worked, where people were out for themselves. There is a genuine concern for our co-workers and their families. We are a team, and being a part of this team makes me proud.

—Billie Ellis, RN CFSS-L

Culture is about caring for others and being helpful at all times. We all strive for goals that are reachable. ASH treats every person that you deal with like they are a member of your family. I have met a lot of wonderful people since I started working here and have many lifelong friends. I enjoy coming to work every day. Many of my friends and family dread going to work everyday, but I do not mind at all.

—Deanna Seubert, Medical Records

Corn hole during the 10th Anniversary Party in Columbus



## BEER BREAD

### INGREDIENTS

3 cups self rising flour  
3 tbs. sugar  
12 oz. can beer

### DIRECTIONS

Preheat oven to 375°. spray a 9 x 5 x3 inch loaf pan with non-stick cooking spray. Combine all ingredients and mix well. Pour into sprayed loaf pan and bake for one hour. Great with chili and potato soup.

– From Connie Laux  
RD, LD, Training and Development Manager

I think the culture here is best personified by the quality of people hired at Alternate Solutions. Honesty, integrity, and dependability are what come to mind when I think of everyone, from the field staff to management. Like they say, “hire for attitude, train for skill.” They truly care like family!

–Mark Lovett, MSW

Culture is how your employees are treated and how they treat each other. ASH has meant a great deal to me. Everyone is helpful and nice. We have very smart and talented people working for ASH. I feel the field staff really care about our clients. I see employees going above and beyond to help a client. We treat them like they are a part of our family. ASH is very organized, and hires talented people. Some of the other places I have worked did not have “high” standards for their employees. I enjoy learning every day and working with people who care and want our office to grow and be a success.

–Michele Rowe, PSC

The culture at ASH is what makes this the best place I have ever worked and something that I am very proud to be a part of. The thing that makes the culture here so wonderful is that it isn't some abstract concept that we are striving to achieve. It is a reality that is seen and felt in every aspect of the organization—from the way the people work and interact with one another, to the manner in which the leadership team runs the company. The amazing culture we have is woven into the fiber of the organization, and being in HR, I love being a part of a team that works to keep the culture what it is. You can feel the energy of the company by talking with a field person or walking into one of the buildings and meeting the amazing people who work here. If that's not a great culture, I don't know what is!

–Erika Garber, HR Specialist

I can tell you that I have never encountered a leadership team that is as passionate and focused about Vision and Mission as the team you have assembled at Alternate Solutions. You know it, live it, and are committed to it. In addition, you and members of your team have consistently demonstrated not only a willingness, but a genuine desire, to help the leaders of other companies—by opening your doors to countless visitors who want to see how you do it, by facilitating workshops at Aileron, to share your wisdom on the topic of performance management systems, and by serving on the boards of other privately held companies.

You and your team are a beacon for business owners who sometimes get lost in the “entremunure,” and I’ll be forever grateful to you for the guidance you continue to provide!

—Anonymous

Tessie Ganzarto and Brooke Wedding





Making donation to the  
Red Cross from Cincinnati office



Marcia Kiddon and Brooke Rodabaugh



Alan Wilson, Holly Clemens, and Buster



“ASH has been a great company, and everyone is very friendly. Everyone has been helpful and supportive.

—Tricia Lambrinides, OT

I have worked at ASH for five years, and I have never worked anywhere else that I have found more enjoyable. I like coming to work. I enjoy the work that I do. Every day seems to hold a special surprise. We have lots of special events like bingo games, trivia questions, tons of food, special Christmas events for the less fortunate—just so many neat things that happen. You feel like you are special, and every day you can share these experiences with special people, because you truly feel like they are your family.

—Marcia Kiddon, Medical Records Specialist

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Culture to me is primarily recognizing all of us as individuals, in that we have a job to do, but we also have families outside of our work. We all work together as a team. As nurses in the field, it is important to know that you recognize and have done what we have done. Knowing that Missy understands what it was like to be in the field, and that she has done it, we can all step up. We are trying to grow as a company, and we are trying to do it without putting too much stress on the individuals working out in the field and in the office.

—Laura Schafer, RN Case Manager



Winning Pumpkin Pie in the Cheapest Pie Bake Off



Lynn Kinstle and Alissa Roark on Halloween



Sandie Sierschula and Judy Hantman on Halloween

At ASH, everyone is treated with respect and as an equal. Not every company has this culture, and that is why ASH is so special. They will not accept anything less. ASH treats everyone like family, not only with each other, but with every person we come in contact with. I have never seen a more caring and giving organization. They really do give back to others. They have a lot of charitable events with the employees and the community as well. I have been at ASH for three years and like the people and our mission the best.

—Kim Dare, Medical Records Specialist

Culture is a way of living. Culture affects how we act toward others from day to day. The ASH culture is unlike any other organization that I have ever worked for. This culture is contagious and will positively spread throughout the community, affecting others. When you see someone smile, you will know they have been in direct contact with someone from the ASH staff. The motto “We Care Like Family” means that every person that we come into contact with throughout the day should be treated with the utmost respect and consideration during our encounter with them. This is how we treat our family at home, and this is how we spread the caring attitude throughout the community. The employees at ASH are exceptional and go above and beyond their duties. I have been part of the Alternate Solutions family since October 13, 2009. I appreciate the consideration and kindness from all of my co-workers. Their friendliness makes me feel welcomed every day at work.

—Christine Grossarth, RN, BSN

To me, culture is the culmination of attitudes and beliefs that distinguish one group of people (or organization) from another. At ASH, I can feel the positive feeling and attitude every day because I am surrounded by people who care about helping our clients and doing the best job possible. The Customer Care Center is exceptional because we have exceptional people working here. Everyone has a positive attitude, and we help each other every day—it’s just part of who we are and what we do. My belief is that ASH is the best home care company in the country, and I live and promote that every day. In addition, our surroundings are aesthetically pleasing—so much that I feel the warmth and comfort every day when I come to work. It feels like home, warm and cozy. Everyone employed by ASH cares like family. This is why we are successful. I talk with patients every day and the vast majority are very happy with our services. They love the field staff because we have sincere, caring, and professional people representing ASH on a daily basis. So I see “caring like family” in play every day. What a great job, huh? Every person I have the pleasure to work with makes this place different than other places I have worked. It is crazy to think that one person can enjoy the company of and respect every person within an organization on a daily basis. Crazy but true—even after one-and-a-half years of employment! It’s beautiful here, from the people inside the building to the building itself. I feel incredibly fortunate to be here, and I am a happy camper.

—Lori Gilliland, Customer Service Coordinator

#### INGREDIENTS

2 small yellow summer squash sliced  
1/4 cup chopped onion  
1/2 tsp. salt, divided  
1 egg  
1/4 cup mayonnaise (not reduced or fat free)  
2 tsp. sugar  
Pepper to taste  
1/4 cup shredded cheddar cheese  
2 Tbsp. crushed cornflakes  
1 1/2 tsp. butter, melted

### SUMMER SQUASH CASSEROLE

#### DIRECTIONS

In a small saucepan, combine squash, onion, and 1/4 tsp. salt. Cover with water. Bring to a boil. Reduce heat; simmer, uncovered for 2 min. or until squash is crisp-tender. Drain. In a bowl, beat the egg, mayonnaise, sugar, pepper and remaining salt until blended. Stir in cheese and squash mixture. Transfer to a greased 2 cup baking dish. Toss the cornflakes and butter. Sprinkle over top. Bake, uncovered at 350 for 25-30 min. or until golden brown and bubbly. This is only enough for 2 servings.

— From Janice Noe, RN Quality Department

#### INGREDIENTS

3 ounce package of sugar-free orange gelatin  
1 cup boiling water  
15 oz. can of sugar-free peach slices, drained  
1/4 tsp. almond extract  
1 cup fat-free whipped topping

### PEACH MOUSSE DESSERT

#### DIRECTIONS

Mix the gelatin in the boiling water and stir until gelatin is dissolved. Let sit. In a blender, combine the peaches and almond extract; cover and puree until smooth. Stir into the gelatin. Mix well. Chill for 1 1/2 hours. Fold in the whipped topping and chill for at least 1 hour before serving. Garnish with extra Cool Whip.

— From a CE Cooking Class with  
Glennia Bond



## INGREDIENTS

1/2 cup apple cider vinegar  
1/4 cup cranberries  
1/4 cup olive oil  
2 tsp. white sugar  
1/8th tsp kosher salt  
1 pinch fresh ground black pepper  
2 heads romaine lettuce  
2 medium heads endive  
2 red Anjou pears  
1/2 cup toasted walnuts  
1/2 cup crumbled gorgonzola cheese

## FALL SALAD WITH CRANBERRY VINAIGRETTE

### DIRECTIONS

In a saucepan, combine the vinegar and the cranberries. Cook over medium heat until cranberries soften. Remove from heat and pour into blender. Add oil, sugar, salt and pepper. Blend until smooth. Chill until serving. Rinse and dry the lettuces. Tear into bite size pieces and arrange on plates. Layer the diced pears, walnuts, and cheese. Drizzle with dressing. Serve.

—From our CE Cookbook Training Class

I have worked with ASH just over one year. I wasn't exactly clear on what everyone was talking about when I heard the word "culture" at the beginning of my employment. Then I began to understand after I saw for myself how different this company is from others. It's in the everyday conversations with co-workers that you can feel the difference. It's how you can ask questions and always know you will get an answer. It's asking for help with anything and having multiple volunteers jump at the chance. It's the most amazing teamwork I've ever experienced. It's the opportunity for success as a team member and a person. It's the involvement of our families with events and activities. It's the accessibility of everyone in the company including the company owners. It's things like how the CEO sends e-mails to everyone and states to my co-workers not to my employees. In short, it's unbelievable. I am thankful every day for becoming a part of this team. I can't imagine why anyone would want to work anywhere else.

—Todd Howard, LPN, Community Educator

I've been at ASH about six months, and I have not seen the great culture of Alternate Solutions anywhere else. I heard many wonderful things about this company from a good friend, Gina Chiancone, in the Columbus office. This lead me to check out ASH further and found it to be an exciting, caring, and vibrant company. I am glad I made the choice to become an employee. So far, I have been able to enjoy the 2009 Christmas party, which was a great opportunity to meet more of my co-workers and enjoy their company as well. I feel this company is second to none, with a great balance of work and fun activities. I look forward to many years to come, working for a company that is as well diversified and family-orientated as this company.

—Amanda Courant, PT

To me, culture means the way people interact with each other. It is a way of living. It is treating people the way they want to be treated. Caring for family means showing genuine love and kindness. Usually one goes the extra mile moreso with family than with a stranger with whom there is no relationship. I have seen "We Care Like Family" lived out every day when I am at work, whether with co-workers or our patients. The people I have met at ASH possess a happy spirit and positive disposition. The employees are the best of the best. ASH is different than any of my prior employers. Here at ASH, the owners, David and Tessie, treat each employee with respect and dignity— regardless of position. They allow each employee to feel valued. They, along with management, offer the opportunities to grow, and they encourage employees to develop themselves.

—Alan Wilson, Training Department, Operating Systems Specialist

Team building in Cincinnati



Kim Long's apple display at a carry-in



Jessie Ollison in the Columbus office



Having been around the health care world for twenty-five years, I am continually amazed at the various levels of effort, technology, investment, and commitment our leaders put forth on what seems to be a daily deliberate basis. They provide us with every opportunity to grow, educate, and personally develop in this industry. The atmosphere they have established is a culture second to none. Congrats to all of them, from our patients and their team members!

—Rob McLagan, PT

Culture is the atmosphere of the workplace. ASH makes me feel at home, and I enjoy coming to work. “We Care Like Family” means empathy, compassion, teamwork—all the things my own family is all about. This company is not just about making money—it is about caring for our patients and employees first. The benefits for employees, the people, and the positive attitude are what ASH has that other companies do not have.

—Kimberly Mason, RN CFSS



Culture means having an open mind and a positive attitude, with respect for each other, all working towards the same goals as a team—no matter what our differences may be. ASH means I can come to work every day with people I care about, doing work I enjoy. “We Care Like Family” means a lot to me; it is taken beyond just business. I have seen it in play internally and externally. ASH is very different from other employment for many reasons. One, the owners of other companies do not sit down and get to know the employees they hire. You are lucky if your boss knows your name. ASH takes the time to speak to everyone and provide a one-on-one conversation with David after hire. David and Tessie make it family. I like everything about ASH. I love my job.

—Bobbie Beasley, PSC



Team building in Cincinnati



Our Signature Drink at the Holiday Party--The Solution

Culture, to me, means the environment that we work in and around. ASH has meshed with my personal philosophy of life: to honor God, help others, and take care of myself. Our motto, “We Care Life Family” says to me that we treat everyone that we come into contact with as if they are one of our own. I see and hear this on a daily basis—how everyone in the agency goes above and beyond in helping our patients. I enjoy working for this agency because I feel that everyone is fully committed to provide the best care for our patients.

—Rick Hamm, MSW



Doug Harris getting some sun



When I think about culture, specifically the Alternate Solutions culture, I think about my first few weeks here and being a ‘judge’ in the cheese-ball chef contest. I think about the owners and leadership team, whose faces were on the receiving end of cream pies. I think about the open house of the new conference center, where my family was invited to meet my co-workers, eat great food, drink wine, and be impressed with where I get to come work every day! “We Care Like Family” means a lot to me. Not long after I started working for Alternate Solutions, my grandmother underwent a hip replacement. The hospital gave us a choice of home health care agencies in the area to choose from. It was an obvious choice to go with Alternate Solutions HomeCare because in the short time I have been with the company I have been so impressed with the people of this organization that I had no doubt in my mind that my grandmother would receive genuine care at the highest level. Alternate Solutions HomeCare cared for my family as if they were their family, for which I am forever grateful. I have worked for Alternate Solutions HomeCare for about ten months now. There are so many things I like about ASH, like the great food, the fun activities, all the cool new technologies, and the awesome new conference center and kitchen. But the thing that I like the most about Alternate Solutions is the people I work for and with. I get the privilege of working with talented people who have great attitudes, and that is what makes Alternate Solutions HomeCare the best place I have ever worked!

—Tom Blommel, PC Tech II

I like “liking to come to work”—there is no worse feeling than waking up and dreading eight hours of “work.” I wake up and move right along with my morning because I know I will be surrounded by positive, hardworking, and focused co-workers. It is a safe place to work with open communication and no hidden agendas. We are all able to share ideas and concerns, which are welcomed. We are like a family, and people truly care about the needs of others. We put others first and help each other when times are tough and busy.

—Jolita Suttles, RN Field Administrator

#### INGREDIENTS

1 cup self rising cornmeal  
1 cup sour cream  
½ c. Wesson oil  
1 cup cream style corn  
2 whole eggs

### SKILLET CORN BREAD

#### DIRECTIONS

Mix well and bake in greased iron skillet at 350-400 until brown around the edges.

— From Janice Noe, RN  
Quality Department

Leo Bair



#### INGREDIENTS

1 clove garlic  
3 large tomatoes, cut into bite-size pieces  
12 pitted olives  
¾ cup cubed feta cheese  
3 tbs. red wine vinegar  
½ c. olive oil  
½ tsp. dried oregano  
½ tsp. dried thyme  
salt and pepper to taste

### MEDITERRANEAN TOMATO SALAD

#### DIRECTIONS

Halve garlic and rub a large salad bowl with the cut side of the garlic. Combine the tomatoes, olives, and cheese in the bowl. Add vinegar, oil, and seasonings. Toss to mix well. Cover and refrigerate until serving.

— From our Salad Cooking Class

I began my ASH Career in the field as a consultant dietitian. I saw the special way the nurses and therapists worked with clients and felt like I was doing something beneficial. My first day as a full-time employee was the day I knew I made a great choice and that I would love the challenges of my job. As the Training and Development Manager, I meet the new employees on their first day or shortly after to welcome them to the ASH Family. The Training Team tries to make them feel like a part of the family, from the first working lunch all the way through to months later when we meet for our all-staff meetings. I thank the Leadership Team for their support and their encouragement to learn, listen, and love what I get to do every day. I am fortunate to be able to function as a dietitian and help with educational programs to help maintain my clinical skills. I do not think I could thank David, Tessie, or Linda Kramer enough for taking a chance on me—not a day goes by that I am not thankful for my job and the opportunities to challenge myself. I appreciate being able to grow both personally and professionally. I am fortunate to say every day, “I love my job.”

—Connie Laux, RD, LD Training and Development Manager

“Every Day” – Every day I watch employees who are self motivated to solve business problems, support the community, focus on shared budget goals, focus on shared marketing goals, plan for cooking and carry-in events. Every day I hear employees who are excited about the numbers that reflect their success or who are positive about recovering from a setback. Every day I see employees who are encouraging each other or supporting each other’s efforts. Every day I work side by side with these people. Every day I’m touched by their knowledge; I’m improved by their skill and intelligence; I’m awed by their commitment to what we are trying to achieve. Every day I’m honored to be a part of this team. – Every day.

—Doug Harris, Director of IT

## INGREDIENTS

12-16 oz. fresh mozzarella balls

16-20 oz. marinated mushrooms with garlic and red pepper (I buy the glass jar variety, Monterey, and have seen them in small jars to very large jars)

8 oz. bottle Greek salad dressing (I like Ken’s or Girard’s)

1 lb. fresh asparagus

14 oz. can black pitted olives

## EASY ANTIPASTO SALAD

### DIRECTIONS

Trim ends off asparagus and cut into 2-inch segments. Steam until asparagus is bright green. Remove from water and place in a bowl of ice. Combine remaining ingredients and add drained asparagus. Chill over night. Makes a great salad that is low fat, high fiber, and high protein. Serve with your favorite Italian meal.

– From Orientation Luncheon

I have worked with Alternate Solutions for almost four years now and can honestly say that it is the best place I have ever worked. I work with a wonderful group of people, who I can honestly say is my second family. Everyone is involved and caring to each other and our patients. ASH is very active in the community and always trying to go the extra mile for anyone to help them out. I actually enjoy coming to work and consider my co-workers my friends. Alternate Solutions is a positive place and keeps striving to always do better. When I see our success, I am proud to be a part of it! We do care like family, and I hope I will continue to be a part of ASH for many more years to come!

—Gloria Haines, Billing Specialist

I have worked in many places throughout my career. I have enjoyed wonderful experiences as well as disappointments. It was a wonderful surprise to find an organization such as Alternate Solutions. From the time of my initial interview (eighteen months ago), I have been extremely satisfied with the culture of this organization. Not every company has the spirit and true exuberance of this one, especially in these difficult times our country faces. I always tell my family that I am pleased to come to work every day, as I never know what fantastic food days or games I will enjoy. Certainly I do not mean to imply that it is all “fun and games,” because I truly respect the wonderful ethical and responsible practices of this organization. The care given to the patients reflects the overall level of concern all employees share at Alternate Solutions. It is my pleasure to express my feelings and my strong hope that the business will remain as compassionate in its services and that the staff will remain committed to making “work” enjoyable. Thank you for allowing me to be part of this culture.

—Judith F. Hantman, RN CFSS

## INGREDIENTS

2 envelopes Dream Whip  
1 tsp. vanilla  
1 pt. fresh strawberries  
1 tub sugar-free strawberry glaze  
1 small angel food cake  
1 cup cold milk  
1 1/2 c. confectioner's sugar  
8 oz. fat-free cream cheese

## STRAWBERRIES IN THE SNOW

### DIRECTIONS

Clean and slice berries in a bowl. Toss with the glaze and chill. Mix Dream Whip, milk, and vanilla according to the directions on box. Beat until stiff. Soften cream cheese in mixing bowl and gradually add the confectioner's sugar and Dream Whip. Mix until smooth. Spread layer of this mixture over bottom of the 9 x 13 baking dish. Add a layer of sliced angel food cake. Add berry filling and top with balance of Dream Whip mixture. Let chill over night in refrigerator.

—From Donna Daulton, RN, Quality Department

I've recently heard it said that the strongest forces in this world are invisible, such as electricity, wind, love, mercy, and grace. The culture of Alternate Solutions is one of those invisible forces that is powerful in this company. Although you can't see it, it's everywhere around you, from “fun food days” to a birthday cake and a “Happy Birthday” chorus on your birthday, to the holiday bingo and trivia games. It's not all fun and games—there is an incredible amount of work done here, and yet a calmness lingers over the building and staff. It is a warm and welcoming environment not only for staff, but for all who visit our office. When I first started working for the company, I was told that we “hire for fit and train for skill” It has been amazing to see the harmony that results amongst the employees when this philosophy is put into action— hiring people who fit the culture and then training them with the skills necessary to do their jobs. It's a great place to work! I think we take our tag line “We Care Like Family” very seriously around here. This is evidenced internally by celebrating everyone's birthday, as well as the hundreds of bouquets of flowers that are sent to employees and their families during hospital stays or to support them through difficult times. All it takes is reading a few testimonials from clients, to know that our field staff puts this into practice every day with each one of their visits! I've been with Alternate Solutions about eight months. As the Executive Assistant, I have the privilege of working closely with David and Tessie Ganszarto. Besides being two of the most successful people you could ever meet, they are incredibly generous and very family minded. I truly believe their success, and the success of Alternate Solutions, is due to their leadership being so well grounded and their ability to remain focused on what really matters in this life.

—Julie Augenbaugh, Executive Assistant





To me the culture of Alternate Solutions is definitely one that cares like family. I see it all the time when I'm out in the field with assistants Travis and Matt. They always go above and beyond. I always hear so many positive comments about Travis especially, with how compassionate and caring he is. And Cheri Terrell, the nurse—she is fantastic to her clients. I think the internal office workers have a way of really making me feel like I'm part of the company and not separated from the internal office. I know that they really look out for me. They know I've had a pretty challenging and difficult year, and they were careful not to overload me. If they think I am overloaded, they call and check on me and how I'm doing. I can not say enough about what Alternate Solutions means to me! I think that I would not have been able to continue working full time this year if I didn't have a company that was behind me, that really cares, and is really supportive to me. It has been really difficult, but the support I have when I'm at work is a very important part of my day. My weekends were actually harder than my workdays, because I knew I had that support when I was on the job. It's just valuable, and I will never leave Alternate Solutions, so you're stuck with me until I'm an old lady!

—Sandy Brown, PT

#### INGREDIENTS

4 cups cooked and chopped chicken  
2 cups finely chopped celery  
1 cup toasted slivered almonds  
1/4 cup finely chopped onion  
1/4 cup lemon juice  
1 1/2 cups mayonnaise  
1 cup grated cheddar cheese  
2 cup crushed potato chips

### HOT CHICKEN SALAD

#### DIRECTIONS

In a large bowl, combine all ingredients except cheese and chips. Mix well. Transfer into a 13x9 baking dish and sprinkle with cheese and chips. Bake at 425° for 10 minutes until hot and bubbly.

—From our Salad Cooking Class

Taking a position with ASH meant a new start in a new city at a time when I wasn't sure what to do for a year when my significant other went overseas to Iraq. I moved to Columbus specifically for this position, and as I reflect back on this past year, ASH has meant so much to me. It has provided me with wonderful friendships, rewarding challenges, and personal growth as an individual and a professional. I would have to say taking a position with ASH was the best thing I could have done at a time when I didn't know what to do. "We Care Like Family" means that each and every employee and patient is treated like a family member with respect, compassion, and understanding in times of need. I have seen how other employees and higher-up administrators have reached out to one another and to our patients in hard times. When employees and patients are faced with unexpected losses, ASH reaches out compassionately. When I have told others about the wonderful things ASH has done for their employees and patients, they are shocked. Previous employers have showed little interest in the lives of their employees, but not ASH! I have worked for ASH for a little over a year. I love the positive attitude of all the employees and the wonderful friendships that I have developed with fellow co-workers. I also love how each employee is recognized as more than just a name or number in the eyes of the employer. I have seen many examples that illustrate how ASH values and recognizes each employee.

—Gina Chiancone, PT



CATHERINE GROTE

January 8

To The Staff -

Thank you so much  
for caring for my Mom  
these past months. You  
all were professional,  
friendly, caring and  
understanding of Mrs  
Grote's needs.

In particular thanks  
to Dan, Joe, Julie, Laura  
and Stacey. Your enthusiasm  
is wonderful!

Catherine Grote is now  
a hospice client, so is  
not eligible for your  
services. That's a disappoint-  
ment and she will miss you.  
Sincerely, Judy Eckhart

THANK YOU,

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO SAY "THANK YOU" TO THE ENTIRE STAFF AT ALTERNATE SOLUTIONS HOME CARE.

FOR THEIR DEEP CONCERN FOR MY PARENTS:

ROBERTA KASEE - AGE 88

DOVER KASEE - AGE 87

10465 DEERFIELD RD.

CINCINNATI, OH 45242

PHONE: 513-791-0393

OUR VENTURE BEGIN MARCH 2009, WITH MY PARENTS NEEDING MEDICAL ATTENTION WITH MANY HEALTH ISSUES, AND BEING HOMEBOUND. OUR GOAL WAS TO KEEP THEM IN THEIR HOME AND I BECAME THEIR CARETAKER FOR TWO SENIORS.

THE MEDICAL HOUSE CALLS: ANDREW GRUBBS, MD

GEORGE KNIGHT, CNP AND ASSOCIATES

ALTERNATE SOLUTIONS HOME CARE STAFF WERE SO WONDERFUL TO MY PARENTS, BEGINNING WITH STEPHANIE, WHOM WAS THE PERSON I COORDINATED APPOINTMENTS OR ASKING FOR HELP WITH QUESTIONS AND CONCERNS. THE VISITING NURSES, AMANDA AND MICHELL, WERE ALWAYS VERY GENTLE, CARING AND KIND. OTHER NURSES MARY JO, MEGAN, CAME ON OCCASIONS TO SUBSTITUTE

THE PHYSICAL THERAPY: MARY ANN (OT) AND JENNIFER (PT)

THE HOME HEALTH AIDE - CHACUITA, WAS GREAT, KIND AND GENTLE TO MOM AND DAD, GIVING THEM THEIR BATHS, SHE WAS SO RESPECTFUL FOR THEIR PRIVACY. THEY LOVED HER AND LOOKED FORWARD TO HER VISIT.

I HOPE I HAVE NOT FORGOTTEN TO MENTION ANYONE, BUT THE AGENCY ALTERNATE SOLUTIONS HOME CARE WERE VERY PROFESSIONAL AND SERVED WITH A VERY CARING SPIRIT.

WHEN THE STAFF MADE APPOINTMENTS THEY WERE ALWAYS ON TIME AND CALLED DAY BEFORE APPOINTMENT.

THEY TAUGHT ME MANY THINGS IN CARING FOR TWO SENIORS, AS I WAS ALWAYS ASKING QUESTION TO MAKE SURE I WAS DOING THINGS CORRECTLY, IN THE BEST INTEREST OF MY PARENTS.

MY FATHER DOVER KASEE, PASSED AWAY ON AUGUST 12, 2009, MOTHER, ROBERTA KASEE FOLLOWING DAD JANUARY 15, 2010.

THEY SPENT 70 YEARS OF MARRIAGE TOGETHER AND MOTHER WAS VERY LOST WITHOUT DAD. HER PRAYERS WERE TO GO BE WITH DAD. HER PASSING WAS ON JANUARY 15, 2010. MOTHER TALKED WITH ME THAT MORNING OF SEEING THE ANGEL PULLING HER FATHER ACROSS THE RIVER. SHE STATED HER FATHER CROSSED OVER THE RIVER WITH ANGEL HELPING HIM. SHE SAID THE GRASS WAS SO GREEN AND THE SUN WAS SHINING, THE WATER WAS VERY CLEAR. I COULD ALMOST SEE THE PICTURE SHE WAS PAINTING.

I PRAYED THAT MORNING WHEN MOTHER HAD TO GO THAT SHE WOULD NOT SUFFER, AND HER PASSING WAS SO QUICK AND EASY. GOD WAS SO MERCIFUL HE DID NOT ALLOW HER TO SUFFER. FOR THAT I AM SO GRATEFUL.

Sincerely,  
Nelson Willson  
(Daughter)  
513-791-0393





Alana Szymanski and her children on Take Your Child to Work Day

## EASY ROASTED PORK

### INGREDIENTS

1 1/3 cup packed light brown sugar  
1/2 cup cinnamon applesauce  
1 Tbls. ground ginger  
4 pounds boneless pork loin roast  
pork chop seasoning (Penzey's)  
oven bag

### DIRECTIONS

Preheat oven to 325°. Lightly flour an oven bag. In a small bowl, blend brown sugar, applesauce, and ginger. Rinse off pork loin, pat dry with paper towels. Sprinkle pork loin with seasoning, rub in gently. Flip over and repeat on other side. Place roast in prepared oven bag. Pour the brown sugar mixture over the pork loin. Seal bag, and cut several small slits in the top. Cook the roast 1 hour in the preheated oven, or until the internal temperature has reached 160° F Slice meat, spoon sauce over slices and serve.

Note: Steps 2-5 can be done in advance, allowing the loin time to marinate in the sauce mixture (I let mine soak overnight). Serves 12

From Julie Aughenbaugh

The Alternate Solutions' culture is focused and connected. Each person is focused on doing their job well and also aware of how their job impacts others and the growth of the company. Everyone has their oar in the water and is rowing in the same direction!

—Todd Muckerheide, Program Development Manager

I have never worked for a better company! It is like an extended family and so caring. I referred my own grandmother to ASH because I knew the quality of care she would receive.

—Jamie Day, LPN

Culture is the interacting environment where you live and work. A co-operative culture is what makes the mechanics of your life operate in synch. ASH certainly knows how to make their employees work in concert—like fine-tuned instruments in an orchestra. We may not make beautiful music together, but we do accomplish our main focus: improving the quality of our patients' lives in the comfort of their homes.

—Beverly Denius, LPN





Dinner at the holiday party 2009



Tammy Allen's birthday cake creations



Susan Kramer, Sandy Brown, and Matt Saylor



To me, it's simply being given the opportunity to change and improve a family's quality of life if we so choose.

—Diana Woods, PTA

I have seen firsthand how ASH truly cares like family. This is the first job I have had where I not only feel that we work as a team, but we also care about each other on a personal level. When my mother was very ill, I heard my supervisors and team say more than once to take care of my family first, and they would hold down the fort until things were calm. This meant the world to me and has only made me feel more loyal to our company.

—Dani Ritucci, RN Case Manager





The ASH culture to me means providing safe, effective education to clients and families to promote independence in the home. To me, ASH has meant doing this as a team and knowing you're not alone in the pursuit of quality care. I've seen this in the way the staff consistently goes above and beyond not only to meet medical needs of clients but the spiritual, emotional, and physical needs of clients. Ash is different in that everyone does seem to have the same common goal of providing exceptional care to clients. The ability to communicate quickly and effectively with staff through our technology is a great benefit.

—Emily Freyhoff, PT



Judy Hayes and  
Tessa Ganzsarto



Catie Laux and Jessica Reynolds

The culture at ASH is of caring for our patients and providing for more than just medical needs. The staff help each other out when we need to spread the visits around to ensure we can survive.

—Anita McSherry, LPN



Nicole Barker and Vicki Hays

## KING RANCH CHICKEN SALAD

### INGREDIENTS

4 cups cooked and chopped chicken  
1 medium onion, chopped  
4 oz. can green chilies, drained  
4 oz. can black olives, drained  
1 cup mayonnaise  
1 cup sour cream  
2 cups crushed tortilla chips,  
2 cups Monterey Jack cheese

### DIRECTIONS

In a large bowl, combine chicken, mayo, onion, chilies, olives, and sour cream. Add 1 cup tortilla chips and mix well. Spread half the chicken mixture in a 13x9 pan. Sprinkle with cheese. Top with remaining chicken mixture, remaining chips and remaining cheese. Baked at 425° for 10 minutes until hot and bubbly.

—From our Salad Cooking Class

### INGREDIENTS

1 can whole kernel corn, drained  
1 can black beans, drained and rinsed  
1 red pepper, finely chopped  
½ cup diagonally cut green onions  
½ cup chopped red onion  
1 clove garlic, minced  
1 medium tomato, chopped  
cilantro

## CORN AND BLACK BEAN SALAD

### DRESSING

¾ cup Italian salad dressing  
¾ tsp. hot sauce  
½ tsp. chili powder  
1 tbs. lemon juice  
1 tbs. fresh chopped cilantro

### DIRECTIONS

In a large bowl, combine the vegetables. For dressing, combine the ingredients in a jar with a tight-fitting lid. Shake well to mix and add to vegetables. Chill and serve.

—From our Salad Cooking Class and our Mardi Gras Carry-In

Culture shows your upbringing and about your background. It's the way you represent yourself to others. It's the way you treat others, and hopefully get the same back. I feel I represent myself and ASH with the utmost respect and integrity. To me, "We Care Like Family" means that even though you are not blood-related to your co-workers or our patients, we are all still related through our teamwork with one another. I will always treat my fellow co-workers and patients with the same respect and care that I would my own family. You have to be there for one another regardless of the situation. I have personally seen it in play. My son was in a motorcycle accident, and David and Tessie were right there to okay anything he needed to help get him back on his feet and recovered. The rest of the team came together to make it happen and got him therapy at home. It made a tremendous impact on my son, my family, and me. That is what "We Care Like Family" is all about. I love coming to work every day and seeing my co-workers. I like what I do and making a difference in other people's lives. I know people who dread going to their place of employment. Honestly, coming to work for Alternate Solutions was one of the best decisions I have ever made for myself—and hopefully for ASH also. I would not want to work anywhere else, ever. The most remarkable thing is that David and Tessie Ganssarto are on site and very accessible to all of us at any given time. They know us by name, and they know something about our families. They are extremely good to their entire staff and are always trying to improve things for us. They go out of their way to make Alternate Solutions a wonderful place to work. This is by far an outstanding company, and I can never say enough good things about ASH.

—Lynn Kinstle, Receptionist, Customer Service

Culture to me is a group of people who share the same beliefs, values, and goals. It is a way of life here at ASH. It has to do with the way you interact with others on a daily basis. Here at ASH we really are like family. We truly care about the people around us and what is going on in their lives—at work and at home. No birthday goes unnoticed, and every accomplishment is shared with the whole “family.” ASH has showed me what a great place to work feels like. We do care like family. Many of us here have family members on service or, in my case, have had family on service. Everyone caring for my grandmother was great, and when it came time for Nana B to transition to hospice care, the staff, both internal and external, made it as smooth as possible for our whole family. This was a very difficult time, and the staff here really helped to relieve some of the stress I was under, being the nurse in the family. I would let them know what I was having trouble talking to the rest of the family about, and they would have those hard talks for me. Even while my grandmother was at hospice, they called to check on her and my mother-in-law. It really meant a lot to us. If that’s not “caring like family,” I don’t know what is.

—Star Lyons, LPN, Community Coordinator

#### INGREDIENTS

box of yellow cake mix with butter  
Add can of Mandarin oranges  
3/4 cup oil

#### PIG LICKING CAKE

##### DIRECTIONS

Add 4 eggs 1 at a time and beat well.  
Put in 3 pans and bake at 350 for 30 minutes

##### FROSTING

11 oz. Cool Whip  
can of drained crushed pineapple  
box of vanilla instant pudding  
Pour pineapple juice over cooled cake and frost.

—From Janice Noe, RN Quality Department

#### INGREDIENTS

2 reduced-fat graham cracker crusts  
(5) 6 oz. lite raspberry yogurt  
(1) 12 oz. Lite Cool Whip  
(1) 10 oz. frozen red raspberries in own juice

#### RASPBERRY PIE – LOW FAT

##### DIRECTIONS

Mix together thoroughly. Freeze at least 24-48 hours. Thaw 1-2 hours.

—From Janice Noe, RN  
Quality Department

The ASH culture we have is tremendous. Culture doesn’t come without work, dedication, and communication. My direct culture experience is with my team here in Springfield—and it’s very positive. I have the pleasure of being involved with excellent nurses (usually Tom Tinker), therapists (Emily, Dan, Erynn, Angela, Lori, Amanda), the social worker, Vicki, and aides Cristel and Leah. We’re all on the same page, providing the best care we can to help our patients achieve their goals. Our communication is key and is exceptional. I couldn’t do my job without them all. Also part of the extended culture is the office staff. Everyone does what’s necessary so that I’m successful in what I do—providing patient care. It gets hairy sometimes, but I know I have support. Also, the technology we have here at ASH is second to none, which is invaluable. I’ve done home care for eighteen years, and, honestly, I feel I work with the best team in all my nursing years. I really enjoy what I do and love helping those in need in any way I can. Thanks to everyone.

—Julie Stewart, RN Case Manager



Alternate Solutions' culture is a way of life. Employees know that integrity is a valued characteristic and that doing the right thing is "normal." This culture empowers each employee to look at the big picture and make decisions not just in their little area of the company. We treat each other as family. Here are a few examples: four employees cleaning off everyone's car when we have four inches of snow; employees giving gift card to help buy groceries when an employee has been ill and can't work; an employee paying to fix another's car window that won't go up because they don't want that employee's child to be cold or get wet; celebrating each employee's birthday. The acts of kindness are too numerous to list. Caring about our patients as though they were our own mother, father, sister, brother. We care so much about our patients that the company has rented a car for an employee so they could make their visits to our patients over the weekend. Alternate Solutions' culture is something that you wouldn't believe until you experience it. It is an amazing place to work.

—Holly Clemens, Human Resources Manager

#### INGREDIENTS

2 eggs broken into a quart-size Ziploc bag. Other ingredients: cheese, onion, chopped ham, chopped green pepper, salsa, etc.

### ZIPLOC OMELETS

#### DIRECTIONS

Shake to break the yolks and combine them. Remove air from the bag and zip it up. Place bag in rolling boiling water for 13 minutes. Open bag and roll out onto a plate. Serve with additional cheese, etc. You can fit up to 6 omelets into a 6 qt soup pan.

—From Connie Laux, RD, LD, Training and Development Manager

#### INGREDIENTS

2 fresh peaches, peeled and sliced (can use 2 cups canned or frozen fruit )  
6 oz. vanilla lowfat yogurt  
1 banana, peeled and broken into the blender  
1 cup lowfat milk

### PEACH SMOOTHIE

#### DIRECTIONS

Put all ingredients in the blender and puree until smooth. Pour into a tall glass and enjoy. This recipe makes 4 1-cup servings. Leftovers should be refrigerated promptly.

—From a CE Cooking Class with Glennia Bond

One definition of culture is "the attitudes and behaviors characteristic of a particular social group or organization." The culture of Alternate Solutions is demonstrated by its mission and whole-heartedly supported by its employees—to improve the quality of patients' lives in the comfort of their own homes. I have worked in various levels of health care, from acute care, to long-term care, to assisted living, and now home care. I am convinced that this particular organization demonstrates the best method for delivering non-acute care in a struggling national health care system by providing fiscally responsible quality health care services and by compassionately accommodating both the needs and the desires of a patient population who would, when given options, always choose to stay in their own homes. I have worked for Alternate Solutions for three years. The focus on quality patient care and the investment in ever-changing technology to support its mission is unmatched.

—Linda Heaton, Quality Manager

“Culture is a way of life. It is a combination of experiences, beliefs, and actions. I feel a strong culture exists here at Alternate Solutions. I try to use my past experiences to develop beliefs that I feel are beneficial to Alternate Solutions in my everyday work and also in my personal life each and every day. At Alternate Solutions, “We Care Like Family” is the backbone of the company. Not only does it apply to how the employees are treated here, but also to how our customers are treated. So many companies are driven by the dollar only, that the employees, the customers, or both are overlooked. I truly feel here that we are not only driven by the dollar but also the drive to make a difference in our patients’ and employees’ lives. I will have worked here for five years on May 1, 2010. There is a strong sense of a family atmosphere here. Some of the bonds with other employees here go so much deeper than being a “co-worker.” The closeness here promotes a desire to treat customers as more than just patients or customers. I feel a daily commitment to show those patients and their families that our company is like no other—that everyone here truly cares for our patients like they are one of our family members and that we want to make this time in their lives as comfortable and easy as possible.

—Beth Kincaid, Customer Service/DME



Erika Garber

## INGREDIENTS

8 oz. favorite kind of pasta cooked  
(I like plain old spaghetti the best)  
3 small zucchinis sliced thin  
(the bigger the zucchini the tougher it is—I don’t like them) If it has seeds, scoop those out  
bacon - I use the pre-cooked in a bag or jar—find it in the salad dressing aisle by the croutons  
shredded Parmesan cheese - usually in a plastic container in the deli cheese area  
green onions sliced small—amount you like  
1 clove of minced garlic  
milk or cream  
olive oil/butter (not margarine)

## BACON AND ZUCCHINI PASTA

### DIRECTIONS

Sauté the bacon, zucchini, garlic, and green onion until the zucchini is cooked the way you like it in a little bit of oil or butter

Add as much Parmesan as you like, then enough milk/cream to make it creamy.

Toss all with hot, cooked spaghetti

—From Cooking Class with Italian Foods



Women Wear Red Day in the Dayton Office

Staff  
Thank you  
caring for my  
these past months. You  
all were professional,  
friendly, caring and  
understanding of Mrs  
Grote's needs.

In particular thanks  
to Dan, Joe, Julie, Laura  
and Stacy. Your enthusiasm  
is wonderful!

Catherine Grote is a  
hospice client, so  
not eligible for you  
services. That's a  
and she will  
sincerely, J



Dear Alternate Solutions,

You have an excellent employee by the name of **Diana Woods**. She is the therapist that has worked with me, off and on for months, actually years. My doctors believed I would never walk again, and at times I believed them. But not Diana, she always believed I would walk. She was always positive, and when one exercise wouldn't work, she would come up with something else. She has pushed me but somehow knew when to let up a little, but always getting one step better. She has always had a smile, and positive things to say to encourage me.

I have been in and out of hospitals and nursing homes and home care, on and off, for most of my life, and have never had a therapist that was so professional and yet so loving and caring at the same time. I believe Diana is one of those rare people who cares about all things.

Thanks to Diana I am walking and enjoying life again. I am still in a wheel chair most of the time, but I am driving my car, making dinner for my husband, and able to get in and out of a car, and in and out of bed and into my wheel chair by myself. We have recently been out to dinner in a nice restaurant, to the movies, shopping and most of all to church every Sunday.

I walked 32 steps with my husband last night with the help of a walker.  
Thank you Alternate Solutions for employees like Diana Woods.  
Thank You Diana!!!

Sincerely Judy Brown  
1070 Ward Koebel Road  
Oregonia Ohio 45054



It's great to work for a company that helps people remain independent in their home. There is no place like home, and Alternate Solutions makes home an option for many people.

-Doug Nienaber, Community Educator



I really appreciate the caring attitude everyone displays, from internal staff to field staff—not only to me personally, with the losses and illnesses within my own family, but to our patients. Everyone truly cares like family!

-Deb Moesle, PT

This is a great company to work for as demonstrated by the focus on caring for clients as we would care for family. I have worked here for seven years and could not ask for a better employer.

-Ann Fisher, RN

I believe the fabric of this company is reflected in the ownership and management. "We Care Like Family" is more than a catchphrase for Alternate Solutions HomeCare. They live that mantra and support all of their employees in that fashion.

-Gene C. Beck, Community Educator

I have worked at Alternate Solutions for over a year and I love it! The culture at Alternate is amazing; it's such a positive and supportive environment. I'm so grateful to work for such a wonderful company.

-Jessica Herrmann,  
LPN Community  
Liaison

ASH is more than a place to work. We can all feel free to be ourselves, and that makes it so much easier to do a great job every day. When I was sick, everyone was concerned, compassionate, and caring. Our nurses are so special. Our patients just love them. The people that I work with are truly like family.

-Erin Combs, PSC

I have never worked for a better company! It is like an extended family and so caring. I referred my own grandmother to ASH because I knew the quality of care she would receive.

-Jamie Day, LPN

