If your letterhead doesn’t already have your address, etc.  
  
AGENCY NAME  
ADDRESS  
ADDRESS LINE 2  
CITY, STATE ZIP CODE

AGENCY NAME is a Licensed Home Care Services Agency (LHCSA) serving the areas of TOWNS/CITIES OR COUNTIES. Our team of dedicated home care professionals assists XXXXX (number) people to stay in their homes and communities by providing help with things like bathing, grooming, dressing, and getting around the house safely.

Our mission is XXXXXXXXX.

OTHER POINTS YOU MAY WISH TO HIGHLIGHT:

We currently employ XXXXX people here in TOWNS/CITIES OR COUNTIES.  
We have multiple offices located in TOWNS/CITIES OR COUNTIES.  
In addition to being a LHCSA, we also offer the following services: (CHHA, HOSPICE, ETC.)  
AGENCY NAME has been in business since XXXX, or other points about how your business started.  
AGENCY NAME is a member of the New York State Association of Health Care Providers (HCP), as well as…MEMBER OF THE CHAMBER OF COMMERCE, MINORITY OR WOMEN OWNED BUSINESS, etc.

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**Here is *an example* of how to use this “Swiss-cheese” document. I would write the following on my agency’s letterhead:**

Laura Cares at Home ™ is a Licensed Home Care Services Agency (LHCSA) serving Rensselaer and Albany Counties. Our team of dedicated home care professionals assists over 500 people to stay in their homes and communities by providing help with things like bathing, grooming, dressing, and getting around the house safely. To meet the special needs of the Polish community in Troy, we specialize in serving patients whose primary language is Polish.

Laura Smith launched Laura Cares at Home ™ in late 1994 to honor the memory of her grandparents who lived in rural upstate New York. Finding care for them was a challenge, but with tremendous support from their family, her grandparents’ final years were spent in their home together, where they wanted to be. Family caregiving was hard, and Laura noted the need for home care that could meet the unique needs of elders and their families. Our mission is to empower our elders to age in place with dignity and self-determination. Sometimes all that is needed is a little help with bathing and dressing, and other times our services include more intensive support. We offer flexible services to meet the needs of those we serve. If a move is appropriate, we provide a Certified Senior Move Manager to make sure that any transition is a smooth one.

Laura Cares at Home ™ is a proud member of the New York State Association of Health Care Providers (HCP) and the Rensselaer County Chamber of Commerce. We are honored to serve your constituents with skill and compassion.