



February 2025

Quality Respite and Home Care, Inc
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Client Newsletter



It's Cold Season!



Happy
Valentine's Day!!!!

It's that time of year and the flu season is still in full swing, in addition to Covid-19. This means we need your help! If your child is sick or if someone in the home is sick, **PLEASE, please** call the office and reschedule the visit. This will ensure that our caregivers will not be exposed. All of our caregivers have been instructed to report any symptoms daily, and we would like to make sure that you, our parents report any symptoms as well. This will help us to ensure our clientele and caregivers are kept safe and sound! :)



If our caregiver shows up to a visit and the client is sick, it is company policy for the caregiver to call the office or the on-call scheduler to inform us that the visit will be cancelled due to the fact that the client is sick or showing symptoms. Our company does not allow our caregivers to be present while the client is home sick. We do this to ensure that both your child and other children are not exposed to any other illnesses as well. Additionally, if our caregivers arrive, showing any symptoms please let us know and we will send them home. If you have any questions about this policy, please contact the office at 408-244-5600.



February Schedules :)

If you have not yet given the office your February schedule, please contact us by phone: 408-244-5600 or email: Kerry@QRHCinc.com so that we can do our best to get you the dates you're requesting. Please keep in mind that we are doing everything possible to keep our caregivers schedules full so, the earlier we receive your requested dates, the more likely we can give you the caregivers you prefer.

Schools are out of session for the week of February 17th -21st and we already have many requests. If you need help that week, please try to be flexible so we can fit you into the caregivers schedules ;) Also keep in mind Valentine's Day is the most requested day both for caregivers to want it off and for clients to request a visit. So, if you were thinking about requesting Valentine's Day, We suggest requesting it a.s.a.p.! If you have questions about the schedules, please contact our office by the phone number or email address above.

Kerry's Korner :)



Hope everyone is having as wonderful a start to February as possible!!! As always we are doing our best to hire and find the best caregivers for your visits! In order to accommodate everyone's needs and match the caregivers availability, we sometimes need a little flexibility in your schedules. With that being said the more times you can provide the easier it is to fill in the puzzle!

Of course if you have a friend or family member that your child is comfortable with, be sure to have them contact our office to set up an employee orientation. Be sure to have them tell us they would like to be your caregiver so we know who they will be working with :)

We can hire this person as our employee to cover the hours for your child!

Office Contact information:

408-244-5600 Main Number

Kerry@QRHCinc.com—Kerry's Email

admin2@QRHCinc.com—Danette's Email Bi-lingual

admin@QRHCinc.com—Paolo's Email Bi-lingual

info@QRHCinc.com—Sherryl's Email

Christine@QRHCinc.com—Christine's Email

Reminders:

If you change a scheduled time directly with a caregiver, please follow up with an email or call to the office so we can adjust the system. This helps with the caregivers hours as well as ensuring you do not accidentally go over your allotted hours from SARC.

If your hours expire, you would need to contact your case manager at SARC directly. This is something we are unfortunately not able to assist with on your behalf.

If you work with one specific caregiver and do not usually turn in your schedule, if you could please email or call us to let us know when you will be using your respite hours, we can ensure your caregiver is paid properly as well as ensure you again do not go over your allotted hours from SARC.

If we mail you a shift report that requires your signature, **please, please** mail it back to us in the pre-addressed stamped envelope we provide as soon as possible.