



The Respite Review

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Quality Respite and Home Care, Inc

January 2025

Scheduling Reminders!!!

Happy New Year Everyone!!! We hope everyone had a wonderful and safe holiday season as we look forward to getting back into the swing of things! Please forward any times and dates you were looking to schedule if you have not already done so!

Additionally, if your child is sick, please cancel the visit at least 3 hours before the scheduled time. This allows us time to contact the caregiver before they leave to travel to your home and possibly re-route them to another visit.

If you have a visit scheduled until, example, 5pm but your meeting or traffic is bad and you may be returning later than expected. **PLEASE**, call the office and let us know so that we can let the next family know the caregiver might be late. Most of our caregivers do more than one family a day, so the more communication we have the better :) We would much rather have a "might be late" than a "oh no I'm 30 minutes late" without a call...

For those families that have their own specific caregiver, please help us to receive their schedules, so we can ensure they are paid properly and that they do not go over hours :)

Martin Luther King's Day is Monday, January 20th, 2025! If you would like to schedule a visit on this day that is different from your normal schedule, please be sure to inform the office as soon as possible! The sooner the office is informed the better. We want to be sure we have enough caregivers available to staff your visit.

We have been trying our hardest to hire more caregivers and continue to do so consistently! :) If you have some time you would like to have a visit and we offer other times its because we are trying to fit in some hours for you when the caregivers are available. It's a giant puzzle so we do our best! :)

Kerry's Korner

Please remember to inform the office if there are any home address, phone numbers, or email address changes. If you do not have access to our scheduling portal, please be sure to contact us with an email address so we can send you the link to setup your password. You can view your schedule to make sure the times you gave us were correct and also to see who will be coming! :) You can't add visits yet, but we are always here to take down a schedule over the phone or via email of course :)

Please keep in mind the more flexible you are the more it may increase our ability to fit it into the caregivers schedules :)

If we have mailed you a shift report that was in need of your signature, please do your best to return it as quickly as possible, as it will hinder the caregivers payroll.

Thank you to everyone that has already sent in their January schedules!!

I want to take a minute to let those families with younger clients know that we have available caregivers with open schedules in the morning that are ready to help! Give us a call and we will be glad to get them scheduled for you :)

Additionally, if you have a person that your child is familiar with, we would be more than happy to have them become one of our caregivers to work specifically with your family! We try to make it as simple as possible :)

Contact our office for more information :)

NEW EMAILS

Just a reminder we have new emails for all of our office staff:

Christine Shene—Christine@QRHCinc.com

Kerry Kaefer—Kerry@QRHCinc.com

Danette Garcia—Admin2@QRHCinc.com

Paola Paredes—Admin@QRHCinc.com

Sherryl Urbanes—Info@QRHCinc.com



Reminders:

We are *closed* on January 1, 2025

Caregivers *cannot*:

Administer medication

Take off their shoes indoors or outdoors

Drive the client or with the client

Be in the home if anyone is sick—please cancel