

The Respite Review

Quality Respite and Home Care, Inc

September 2025



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Back to School.....

As this year's school session starts, we do know that with the weather changing (hopefully) kids may still incur the normal small colds and things. Our office and staff are off on Monday, September 1st, 2025 in observation of the Labor Day Holiday.

Please keep our caregivers and other families in mind!! If you believe your child may have been exposed or is coming down with something, please cancel your visit. This will help the caregivers stay healthy and also our other families that our caregivers may visit as well :) Your child may not be immune compromised... but another child might be :(

We would appreciate as much notice as possible of course, but if your child arrives home from school and you realize they have come down with a cold, please call us immediately!! That way we can get in contact with the caregiver to either cancel or re-route them :)

Thank you for your help!!

Just some friendly reminders :)

Our caregivers can help with anything having to do with your child, with the exception of the following: administer medication; drive them or drive with them anywhere; and we cannot take our shoes off... they are equip with booties to wear over their shoes though!! :)

If, for whatever reason, you weren't able to sign a shift report and we've mailed it to you please mail it back to us as soon as possible in the stamped envelope we've provided you! :) Thank you!! :)

If you need to cancel your visit and its after hours, please call the on call scheduler, whomever is on call that day, our office voicemail will list the persons phone number. Emailing us after hours, is a good back up but we do not have afterhours access to the emails. So, we won't be able to cancel the visit based on the email. Also, calling the caregiver directly can cause confusion if the office is unaware that you have canceled without letting us know. This keeps everything organized and perhaps we are able to send the caregiver to another family that needs help that day! :) That would be a win, win for the caregivers so they do not lose out on hours :)

Kerry's Korner :)

With the new school year brings lots of updating forms to fill out. :) As a reminder if any information about your child has changed, please keep our office updated. This helps keeps our caregivers aware when arriving at your home.

Additionally, we have been running across a lot of families that weren't scheduling due to vacations or moves but are now scheduling. So, if you have changed phone numbers, removed a home phone and are only using your cell phones, or if you have moved, PLEASE let us know. I cannot tell you how many times a caregiver has arrived at a wrong address because the family moved and didn't inform us! :)

If you would like to confirm the information we have on file, we would be more than happy to email you (providing we have a current email address on file) with the information we have for your family. If you are not currently scheduling, but have changed something, please either call us at 408-244-5600 or you can email either Patricia at info@QRHCinc.com or you can email Paola at admin@QRHCinc.com and as always you are welcome to email me at Kerry@QRHCinc.com.

Mornings have now become our most available time frame as most of the kids are schooling in person again! We may have some staff available to help some families during the after school times, although we are constantly hiring on a daily basis, so we hope to increase that availability! However, if you have a friend or family member that you would like to help take care of your child when you are in need of respite, please let us know. We would be more than happy to have that person become your personal caregiver and have them assist you with utilizing your respite hours. Just contact our office to get them started! You can call 408-244-5600 or you are welcome to email Danette at Admin2@QRHCinc.com.

When contacting the office to schedule your visits, the more time you give us to schedule those times, the better! It allows us more time to move schedules around to fit the puzzle! :) Also, if you wish to not receive the daily reminder calls for your visits, please let us know and we can add you to the do not call list.

Remember, we have multiple families needing the same time frames more often than not, so you may get a caregiver one day but not the next as we are trying to spread out the caregiver pool as much as possible. As always your patience is appreciated and please understand we do our best to get everyone as much respite as we can physically handle with the caregivers we have on board. Also, your understanding is appreciated when a caregiver is sick or has a family emergency as well. Unfortunately, we generally do not have caregivers on standby just waiting for a cancellation. If they were available to work, we staff them! :)

Any questions or concerns regarding hiring your own caregiver for your respite hours, feel free to contact the office as well ;) We are here to help in anyway possible :)
