

HAPPY HOLIDAYS FROM EVERYONE  
AT  
QUALITY RESPITE AND HOME CARE

Quality Respite and Home Care, Inc.  
777 N. First Street, Suite 740  
San Jose, CA 95112

Sky High Sports

Every Tuesday, Sky High Sports turns off the music, dims the lights and dials down the distractions for the comfort of our guests. Our jump sessions for kids with special needs and their families is a passion project for Sky High founder Jerry Raymond. The father of a special needs son, Jerry has witnessed how jumping can help improve motor and sensory skills, social interaction and overall fitness for kids and young adults on the Autism spectrum as well as young people with Down Syndrome, Muscular Dystrophy and other disorders.

Before launching the first Sky High Sports trampoline park, Jerry found it challenging to find places for families like his own to play together. Sometimes facilities and other families just didn't offer patience or understanding. After opening the first Sky High in 2006, he recognized that not only did all of his sons love jumping, it was helping his Aspie son to develop motor skills, balance and social skills. Everyone was having fun and fitness playing together.

Jump sessions for kids with special needs and their families became Jerry's passion project. This program is now hosted by all 9 locations across America.

Not only does bouncing bring these kids and young adults incredible joy, jumpers come away with feelings of accomplishment. Families, including neurotypical siblings, enjoy an atmosphere of camaraderie with other understanding, like-minded families.

During special jump sessions, each jumper is \$5 from 3pm until 6pm with one parent or therapist free. Family members who jump are also just \$5. Therapists, grandparents and others can't sign waivers for anyone under 18 years of age. Only parents and legal guardians can sign, so be sure to complete the on-line waiver before arriving!



### *Kerry's Korner :)*

During this holiday season, please be sure to inform the office if you want to show your appreciation for a caregiver. Per our policies, our caregivers are not to accept gifts given to them by clients or their families. If you would like to give a gift to a caregiver, please send it to the office (777 N. First Street, Suite 740, San Jose, CA 95112) and we will be sure that the caregiver receives your appreciation.



Take advantage of your respite hours, especially if you have someone that works well with your child and have them become our employee! If they are interested in working for you directly please have them contact our office 408-244-5600 to attend one of our new hire orientations. :)

Just a quick reminder the caregivers are not allowed to work outside their scheduled hours for our families. **Please** do not ask the caregivers to work outside of their scheduled hours as doing so will effect schedules for all families as well as puts your favored caregiver in a bad position.

Also, if you need to make an adjustment on a Shift Report before you sign it, please initial next to what you change, so the office can be aware that you are making the changes - not the caregiver. If you have questions about making changes to Shift Reports, please contact the office at 408-244-5600.



## Scheduling Requests

Winter is slowly approaching, but we are already feeling the effects of the cold/flu season. We are doing our best to keep the caregivers illness free and we need your help to keep them from spreading illnesses to other families. As always if your child is sick, we will not be able to send any caregivers to the visit and we ask that you reschedule any visits during this time. Please allow us enough time to cancel with our caregivers by calling at least 4 hours in advance. Please keep in mind that our caregivers usually attend visits for more than one client. We also ask our caregivers to inform us when they are sick, so please understand if we have to cancel same day visits because the caregiver is ill.

As many of you are aware we have been running into the same issues as all other agencies in finding caregivers. Because of this we have consulted with our staff and found that there is a need to increase our minimum amount of hours for any one visit. We previously announced this change, but we wanted to just remind everyone that we have a MINIMUM of THREE hours for scheduled visits. Please be sure to keep this in mind when giving your visits to the office.

Since this is the holiday season, be sure to try and get your schedules in as soon as possible! This way we can inform you sooner on what we have available due to caregivers' request for days off and availability.

We have just been informed that not only is the State of California increasing its minimum wage but all the cities within Santa Clara County have increased their minimum wage again all starting January 1st, 2020. Due to these rate hikes, some cities going up \$1.00 an hour or more, Quality Respite will be increasing our private rates for "over hours" and "sibling care" to keep up with the growing costs of doing business in Santa Clara County.

*January 1st 2020:*

*Over hours rates will be \$30.00 per hour*

*Sibling Care rates will be \$20.00 per hour*

*Private duty rates will be \$36.00 per hour*

**\*\*If you currently have a negotiated rate with us for any private services, you will be receiving a letter from us explaining the new negotiated rates. \*\***

Thank you all very much for your continued business with us as we continue to do our very best to keep all of your caregivers employed and happy!

Special Shout out to our clients that participated in the Special Olympics Bowling Tournament this past weekend!! We are so proud of you!!

Sofia, Angelo and Larry!!

As you know it was difficult to hear in there!! So, if we missed your name we are sorry!! :) We are just as proud of you too!! If you are participating in any other sports, please let us know so we can publish your success too!!



## CLIENT NEWSLETTER

Quality Respite and Home Care, Inc

December 2019



### Santa's Coming to Quality Respite!!!!



You better watch out.... You better not cry... Better not pout, I'm telling you why.... Santa Claus is coming to Quality Respite!

On **FRIDAY, DECEMBER 13TH, 2019**

between 3:30pm and 6:30pm

**SENSORY-FRIENDLY SANTA EXPERIENCE!!!**

The yearly visit and photo session with Santa Claus is an American family tradition! There are many families who have a collection of pictures that show their children with Santa from year to year capturing the joyful memories of holiday seasons past. Yet, some families are unable to share in this wonderful experience because of the excitement, happy noises and the long lines that accompany most Santa photo sets.

When a child must deal with the challenges that may accompany special needs, then these kinds of waits and noises can simply be too much. Sometimes, the challenges of those symptoms exclude a child and their family from events that others take for granted. We want to ensure that EVERYONE gets their chance to meet the BIG guy in red.

Come on in and visit us!!!!

Please RSVP to the office to let us know if you will be able to come in to see Santa :)

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San Jose, CA 95112  
408-244-5600  
408-244-5605 Fax  
info@qualityrespiteandhomecareinc.com

**Here is a list of days that Quality Respite caregivers will be unavailable for Scheduling and requests :)**

- Christmas Day—Wednesday, December 25th
- New Years Day—Wednesday, January 1st
- Both Christmas Eve, Tuesday, December 24th and New Years Eve, Tuesday, December 31st we will have limited availability as many of the caregivers are celebrating with their own families on these days so the sooner the request the better!! Also, please note the office will only be open half day.

