



*Return Service Requested*

San Jose, CA 95112  
777 N. First Street, Suite 300  
Quality Respite and Home Care, Inc.

### ***Kerry's Corner :)***

Hard to believe its Spring already!!! The weather is sure trying to keep us on our toes this year!

If you have any people you feel would make a great asset to our team, we offer competitive rates, mileage reimbursement, health insurance, an IRA (Individual Retirement Account), bonus program, vacation and sick pay and most of all DIRECT DEPOSIT!

If you have someone you feel would want to work for just your family have them apply specifically for your family and we can hire and orientate them to work with you, should they choose in the future to want more families, we can also add for them later, if not that is perfectly fine too :) We really would like to be able to help as many families as humanly possible! Just have them come into our office and schedule a time!



Chuck E. Cheese's is proud to support families who have children with autism and special needs. We now offer a sensory-friendly experience on the first Sunday of every month. Our trained and caring staff is there to make sure each guest has a fun filled visit.

Cupertino—19805 Stevens Creek Blvd, Cupertino, CA 95014

Gilroy - 910 Renz Lane, Gilroy, CA 95020

Visit [chuckecheese.com/sensory-sensitive-sundays](http://chuckecheese.com/sensory-sensitive-sundays)



# CLIENT NEWSLETTER

April 2022

777 N. First Street, Suite 300

San Jose, CA 95112

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qualityrespiteandhomecareinc.com

## ELECTRONIC VISIT VERIFICATION (EVV)

As some of you may be aware from other service providers the Federal Government has enacted an Electronic Visit Verification for all caregivers to electronically log in and out of a visit either using their mobile Generations App or by calling an 800 number from your home. This will be a learning experience for all involved and we hope to make it as seamless as possible. The caregivers will still be using our shift reports as a backup as well. We will be sending out more information as we get closer to the full implantation and training for our caregivers.

### *Generations Software Access*

#### **Scheduling Software—App for mobile devices**

Just a quick reminder if you have not already provided the office with an email for our system, please do so, that way we can set you up to be able to view your calendar online at anytime! Unfortunately, at this time you cannot make any changes, but you can view your dates and times in case you forgot when you scheduled! Just email Kerry, [info@qualityrespiteandhomecareinc.com](mailto:info@qualityrespiteandhomecareinc.com) and she will update your email and send you a link to set up a password. Its just that simple! Then you can log into the system and view who's coming or verify the times you provided us to make sure that you don't need any adjustments!

#### **CAREGIVER MEETINGS :)**

Caregiver availability may be limited as we are starting our in person mandatory meetings again! We will be publishing our dates and time for our caregivers to attend. This means if it happens to be on a day when you normally request hours, they may not be able to make it :) Just giving everyone a heads up ;)

## ILLNESSES....

Please remember that if your child is showing any signs of being sick or just not feeling feel to **PLEASE** call the office and cancel the visit, even if it is right before the start of the visit! Especially, with COVID-19 it's more important that our caregivers are not exposed to any symptoms. Many of our caregivers attend to more than one client and we do not want to spread any illnesses to other clients or have the caregiver get sick! If the caregivers get sick than not only can we not schedule your hours with them, but other families will lose out too!!

Please do not wait for the caregiver to arrive, if they arrive and the client is sick, the caregiver will need to leave the visit immediately. Our caregivers will still wear masks indoors and as always have their gloves and booties to wear in your home, should that be a requirement as well ;)

**IT IS TIME FOR  
SPRING BREAK!**

**PLEASE  
REMEMBER TO  
SCHEDULE  
ACCORDINGLY!**

**IF YOU NEED  
EXTRA HELP  
DURING SPRING  
BREAK WEEK,  
THE SOONER THE  
OFFICE IS  
INFORMED THE  
MORE LIKELY  
WE'LL BE ABLE TO  
SCHEDULE YOUR  
VISIT**