

Quality Respite and Home Care, Inc.  
1171 Homestead Road, Suite 220  
Santa Clara, CA 95050



## 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.

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 have already started to implement this but it is now necessary to make it official! We now have a MINIMUM of THREE hours for scheduled visits. We do understand that for some children 2 hours is all they can handle at any one time, those will be determined on a case by case basis. 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.

In addition to the minimum hours requirement, we have now been informed from the Department of Industrial Relations, caregivers will no longer be included under the Personal Care Attendant Exception and will qualify for authorized overtime. Please see [http://www.dir.ca.gov/dlse/faq\\_overtime.htm](http://www.dir.ca.gov/dlse/faq_overtime.htm) for more information. Unfortunately, at this time the regional centers are not planning on reimbursing the agencies for this cost.

So, to help parents continue scheduling with their preferred caregivers, we have created a way to keep the scheduling process as normal as possible but still be in compliance with the new laws. This will give you, the parents, options to cover the overtime costs per hour that we as a company can not financially absorb. The cost per hour will be billed prior to the visit at a rate of \$12.00 per hour. For example, if you call in a request to have a 4 hour visit on Saturday night and the caregiver you prefer is already booked for 6 hours that day, you would then cover the overtime costs by paying \$24.00 on the Friday before the visit. This is because the caregiver would be 2 hours over their allowed time frame to work.

We have just been informed that all the cities within Santa Clara County have increased their minimum wage again starting January 1st, 2017. Due to these rate hikes, some cities going up \$3.00 an hour, we will need to follow suit unfortunately and increase 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 2017:

Over hours rates will be \$26.00 per hour

Sibling Care rates will be \$18.00 per hour

Private duty rates will be \$30.00 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!

## 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 (1171 Homestead Rd, Suite 220, Santa Clara, CA 95050) 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 become our employee! If they are interested in working for you directly please have them contact our office 408-244-5600 and speak directly with Human Resources 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. Doing so will effect schedules for all families.

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.

## **Giving Back to the Community—Holiday Drives**



### **Second Harvest Food Bank**

Our building is giving back to the community and will be accepting donations of food (canned food), or money (can be done online at: <https://www.shfb.org/donate>) online. There are barrels located at our office (1171 Homestead Road Santa Clara, CA 95050) near the elevators both upstairs and downstairs to collect these items. If you have any questions, please contact the office at 408-244-5600.



## CLIENT NEWSLETTER

Quality Respite and Home Care, Inc

December 2016



### 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 **WEDNESDAY, DECEMBER 14, 2016**

between 3pm and 6pm

### **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!!!!



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#### **Days Unavailable for Scheduling**

- Christmas Day—Sunday December 25th
- New Years Day—Sunday January 1st
- Both Christmas Eve, December 24th and New Years Eve, December 31st will have limited availability as many of the caregivers are celebrating with their own families on these days so the sooner the better!!

Our next Mandatory Caregiver Meetings will be held at the end of January. Here are the dates and times that some of the caregivers will not be available:

Friday, January 27th  
5pm-7:30pm  
Sunday, January 29th  
1pm-3:30pm