



## BOOKING GUIDELINES 2019

To serve the growing number of families who utilize Ryan House and to ensure the best possible experience for everyone, the following booking guidelines have been established. We are committed to demonstrating compassion and flexibility as we work with you to welcome your child to Ryan House for respite care. These guidelines will help all of us realize our shared vision.

- Current families can book stays up to six (6) months in advance.
- Stays with less than 30-day notice may be accommodated based on family need and room availability.
- Holidays/school breaks are special times for all and we want to ensure all our Ryan House families are given the opportunity to schedule respite stays. In an effort to support this, priority for booking holidays/school breaks will go to families who have not had a stay in the previous year during that same period of time.
- Every eligible child receives 28 overnight stays per year (year begins at the date of the first respite stay). Extra days/stays may be available based on family need and room availability.
- Of these 28 overnight stays, families may schedule:
  1. A total of three (3) weekends per year (Friday to Sunday).
  2. One (1) holiday per calendar year. These include: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving and Christmas Day.
  3. Due to varying school breaks in different school districts, you are able to book one (1) stay during the "fall, spring or end-of-year break" in a calendar year.
    - > Spring Break Session: March 1 – March 31, 2019
    - > Fall Break Session: October 1 – October 31, 2019
    - > End-of-Year Break Session: December 14, 2019 – January 4, 2020
  4. One (1) summer stay each year:
    - > May 27 – August 9, 2019

*Please note: a stay is limited to seven (7) or fewer consecutive nights.*

To ensure we can best utilize Ryan House, we request that any cancellations or adjustments to a booked respite stay be made more than 14 days in advance. We recognize that at times families are faced with unusual circumstances and your Ryan House Care Team will make every effort to support you and your family during these times. If a date is requested that we are unable to accommodate, families will be put on a waiting list and notified of status changes.

In preparation for your upcoming stay, our Clinical Nurse Liaison will be in touch with you at least 72 business hours prior to your child's stay to ensure that all medical orders (inclusive of over-the-counter medicine) are correct and have been signed by your child's doctor. These orders are required for your child's stay. We ask for an in-town contact who can support your child if you are unable to be present. Although rare, due to the nature of the support that we offer families, which includes respite and end-of-life care, Ryan House may have to cancel a scheduled respite stay to accommodate those needs.

Thank you for sharing your child and family with us. We cherish the time we spend with each of you and look forward to making this year great for everyone! For questions on booking, please call your Ryan House Care Team at (602) 234-6700.