



In an effort to serve the growing number of families who utilize Ryan House and to ensure we can provide 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 throughout the year for respite care. These guidelines will help all of us realize our shared vision of children and families' increased use of Ryan House!

- Current families are encouraged to book their stay 30 days prior to the requested date and 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 weekend per calendar year. These include: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas Day.
  - 3.) One (1) stay during the "fall, spring or end -of-year break" in a calendar year.
  - 4.) One (1) summer stay each year:
    - May 29 – August 18, 2017 \*Please note, a stay is limited to seven (7) or fewer consecutive nights.

Due to varying school breaks in different school districts, you are able to book no more than five (5) consecutive days during each of the following periods:

- 1.) Spring Break Session:
  - March 6 – March 31, 2017
- 2.) Fall Break Session:
  - October 2 – October 27, 2017
- 3.) End-of-Year Break Session:
  - December 18 – January 8, 2018

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 will also ask for an in-town contact in case of emergency that 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 include 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.