

## BOOKING GUIDELINES 2023

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.
- Every eligible child receives 28 overnight stays per year (year begins January 1, 2023).
- 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, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans 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 winter break" in a calendar year.
    - > Spring Break Session: March 1 – March 31, 2023
    - > Fall Break Session: October 1 – October 31, 2023
    - > Winter Break Session: December 22, 2023 – January 7, 2024
  4. One (1) summer stay each year:
    - > May 22 – August 6, 2023

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

In preparation of each upcoming stay, our Clinical Nurse Liaison will be in touch with you at least 1-2 weeks in advance to review all medical orders and send updates for physician signature. Current signed orders are required for admission. In case of an emergency, we ask that you provide an in-town contact that can support your child if you cannot be present. If we need to unexpectedly shorten your child's stay due to illness or hospice admissions, your child will need to be picked up by a parent or in-town contact. Please know that a scheduled respite stay may be canceled or adjusted to accommodate hospice admissions.

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 or to book a stay, please call the Ryan House Care Team at (602) 234-6700 or email [CNL@ryanhouse.org](mailto:CNL@ryanhouse.org).

\*As our Respite Program evolves, we reserve the right to make changes to these guidelines as needed to best serve the community. Please know that we continuously evaluate all children for appropriateness for the level of care we can provide at Ryan House.