



Roger's House / La maison de Roger



September 18th, 2014

Dear Roger's House Families

The Roger's House Team endeavors to ensure that we meet the needs of all children & families in our care in a fair & equitable manner. High priority admissions such as end-of-life care, pain & symptom management and emergency respite have been on the rise. This summer we were at or above 100% full in both July and August. It is becoming increasingly difficult to provide guaranteed respite; regrettably, we have had to cancel guaranteed respite on numerous occasions in the last 2 years.

With this in mind our team has decided to make the following changes effective January 1, 2015:

- We will no longer use the term guaranteed respite. It provides a false sense of security and expectation which is unfair to our families.
- We will decrease the amount of days for pre-booked respite to 28 days for each child every year. While we will make every effort to honor these bookings, it is important that families have a contingency plan in the event these admissions need to be cancelled due to a higher priority need. We very much strive to never cancel and will continue to do so.
- We will continue to offer 10 days of pre-booked respite to each family over the summer months (June 15 – September 1), 2 holiday weekends each year and either the Christmas holiday or March break each year.
- We will continue to offer emergency respite to those families in crisis through our normal processes.

We know that with any change comes anxiety and concern, please do not hesitate to contact us if you would like to discuss these changes.

We continue to collaborate with the Ottawa Rotary Home & the Ottawa Children's Treatment Center (the Tri-Agency Respite Group) to improve coordination of respite services and ensure equitable access. Centralized intake, collaboration during times of crisis and shared education for our staff are some of the projects currently underway.

We hope these improvements and changes will enable us to provide better services to all of our families. Over the next year we will monitor their impact on both our families and service delivery. Again, please do not hesitate to contact us if you would like to discuss this further.

Sincerely,

Megan Wright
Executive Director
Roger's House

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Chair, Board of Directors
Roger's House

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