

Dear Community,

Thank you for choosing the Respite Overnight Program at Perley Health. We are happy to see so much interest in this community program and thank everyone for their patience and understanding as operations have transitioned from Carefor to Perley Health.

We have received inquiries and are shaping what our operations will be moving forward. To help prepare, please see the following Frequently Asked Questions below. These questions have come directly from discussions between our team and yourselves.

1. How do I join the Respite Overnight Stay Program?
  - Contact Ontario Health atHome by calling 310-2222 and request an assessment or referral for the Perley Health Respite Overnight Stay Program
2. How do I book for the Respite Overnight Stay Program?
  - E-mail your desired dates to [respitthouse@perleyhealth.ca](mailto:respitthouse@perleyhealth.ca) at least **one week** prior to dates requested
3. How far in advance can I book with the Respite Overnight Stay Program?
  - 6 months in advance  
**\*Please note that an up-to-date Ontario Health atHome assessment must be completed within the past 6 months, prior to any booking request\***
4. Who do I call if I wanted to discuss my loved one's participation or health needs in the program?
  - Contact Care Coordinator, KerryAnne Muir, at [kmuir@perleyhealth.ca](mailto:kmuir@perleyhealth.ca) OR 613-526-7170 **EXT. 2847**
5. How long can a stay at the Respite Overnight Stay Program be?
  - a) Minimum: 4 hours
  - b) Maximum: 30 days per stay, up to 90 days per calendar year

6. How do I contact the Respite Overnight Stay Program?
- a) KerryAnne Muir, Care Coordinator (613)-526-7170 **EXT. 2847**/  
[kmuir@perleyhealth.ca](mailto:kmuir@perleyhealth.ca)
  - b) Respite House staff office (613)-526-7170 **EXT. 2848** (voicemail monitored)
  - c) Respite House kitchen (613)-526-7170 **EXT. 2849**  
(no voicemail)
  - d) Tanya Mac Donald, Senior Living and Community Programs Director  
(613)-526-7170 **EXT. 2454**/ [tmacdonald@perleyhealth.ca](mailto:tmacdonald@perleyhealth.ca)
7. What is the Respite Overnight Stay Program cancellation policy?
- Provide at least 24-hour notice for cancellation otherwise you will be invoiced for dates booked. Exceptions will be made for medical emergencies.
8. My loved one's medication has changed. How do I notify you prior to their stay at the Respite Overnight Stay Program?
- Please contact KerryAnne Muir, Care Coordinator (613)-526-7170 **EXT. 2847**/  
[kmuir@perleyhealth.ca](mailto:kmuir@perleyhealth.ca)
9. How many meals does my loved one receive when staying at the Respite Overnight Stay Program?
- 3 meals per day (breakfast, lunch, dinner) with additional nourishments after each meal
  - If your loved one has a specialized diet (lactose intolerance, celiac etc.), you will need to provide the appropriate meal items upon admission. **Perley Health Respite House cannot provide specialized meals.**
10. Can I come and visit my loved one during their stay?
- Yes, as long someone in the Respite House is notified ahead of time. There are no set visitor times. Please provide staff with the name of visitor and approximate time of visit
11. Can I take my loved one out during their stay?
- Yes, if this is agreed upon during the admission process
  - Please notify staff when you and the guest would be returning

12. How much does the service cost?

The 2025 Respite Overnight Stay Program pricing is as follows:

- Respite Overnight bookings: \$60 per night
- Respite Day Stays \$30 per day

13. How do I pay for my loved one's stay at the Respite Overnight Stay Program?

- **Option A:** By cheque  
Please address the cheque to Perley Health and include the day program and/or respite program client name and invoice number
- **Option B:** E-Transfer:  
Please follow the steps below to make your payments using e-transfer:
  - 1) Select Recipient: Perley Health
  - 2) Email Address: [ar@perleyhealth.ca](mailto:ar@perleyhealth.ca)
  - 3) Message: Should include clients name and Invoice # (if applicable)**\*\*\*No password required for money to be deposited to Perley Health account\*\*\***
- **Option C:** Credit Card  
To make a payment by phone using your credit card, please reach out to Kimberly Wilson, Accounts Receivable Administrator, at 613-526-7170 at extension 2108
- **Option D:** In person at Perley Health  
To pay in person, by cheque, cash or credit card, please go to the finance office located on the second floor of the main Perley Health building

14. What are the check in/check out times?

- Check in time is between 1:00PM and 3:30PM
  - Check out time is any time before 11:00AM
- \*Please note that if you would like an early check in, or a late check out, there will be an additional \$30 fee\***

We hope this information has been helpful. If you have additional questions that are not answered in this document, please connect with KerryAnne at extension 2847

Sincerely,

The Community Programs Team