

# Frequently Asked Questions

- **What type of care and services are provided for my family member during their stay?**

Personal Support Workers assist individuals staying in our Overnight Respite program with personal care, showers, toileting, dressing, grooming, transfers, and medications. Breakfast, lunch, dinner, and snacks are served. Your family member also has the opportunity to participate in our adult day program for therapeutic, social, and recreational activities.

- **What if my family member has a dietary restriction?**

Meals are included in the stay. Food allergies, dietary restrictions and preferences are determined and discussed before admission. Any restrictions or preferences are documented and communicated in the individuals personalized care plan.

- **How are medications managed?**

Our Personal Support Workers are able to provide assistance with medications to individuals staying in our Overnight Respite program. Medications must be prepared in a blister pack by a pharmacist and adhere to ESS' medication assistance policies. Medication assistance will be discussed and determined prior to admission to the program.

- **Is nursing care available?**

We do not provide nursing or medical care, however, nursing can be arranged through Home and Community Care Support Services or through private nursing services.

- **Will my family member be left alone at night?**

Individuals who stay in our Overnight Respite program are never left unattended. Personal Support Workers are scheduled for overnight shifts. They are onsite to provide care 24 hours a day, 7 days a week.

- **Can my family member have visitors?**

Yes, individuals staying in our Overnight Respite program can have visitors. Visitors must call ahead prior to visiting.

- **Is there a fee? What is included in the fee?**

The fee is \$64 per 24 hour stay and includes all meals, recreational activities and the care provided by staff. The only additional fee is for laundering personal items which costs \$3 per load.

- **What is the maximum number of consecutive nights my family member can stay at the Overnight Respite program?**

The maximum number of consecutive nights an individual can stay in our Overnight Respite program is 40 nights. All bookings are based on availability in the program. We encourage you to contact us as early as possible to secure a bed.

- **How do I arrange to have my family member stay at the Overnight Respite program for the first time?**

Contact us at 416-243-0127 to start the intake process. Our Intake Coordinator will ask for basic information then connect you with a Case Manager. Our Case Manager will schedule an in-person on-site meeting and work with you to better understand your family member's needs and develop an individualized care plan. We will then coordinate and schedule a stay for your family member at our Overnight Respite program.