

## **FAQ's (Frequently Asked Questions) for General Outdoor Visits**

### **Q: Why am I only allowed one visit a week per resident?**

A: We have 320 residents that we potentially have to accommodate in a weeks time for visits. As you can imagine this takes a significant amount of planning and organization to be able to ensure all residents have an opportunity for a visit from a loved one each week. We do our best to accommodate for special circumstances.

### **Q: Why no Sunday visits?**

A: It takes a significant amount of staff to be able to run the outdoor visiting program, we are currently looking at how we can add Sundays to the schedule, stay tuned for more information.

### **Q: Why can't I call and get an appointment the same day?**

A: As we try and accommodate as many families and residents as possible, we do ask for up to 48 hours to plan and organize the visiting schedule

### **Q: I called the day before and no one called me back?**

A: We will checking the phone messages during the hours of 9-3 Monday to Friday and you can expect a call back with in 24 hours, however if you leave a message on the weekend please note you will not receive a call back until the next business day.

### **Q: How do I know if the appointment is cancelled due to weather i.e. Rain or heat advisory?**

A: We will contact you if we are cancelling appointments due to inclement weather, if raining we will try and relocate under the front entrance, if a heat advisory it declared we may need to limit the time the resident spends outside or cancel due to the health risks.

### **Q: What if I book, arrive and the resident wishes not to come out?**

A: Every resident has the right to refuse a visit; if they wish not to go outside, we must respect their decision

**Q: When should I call to book a visit?**

**A:** 48 hour lead time from when you call is a good rule of thumb. We try and return requests within 24 hours. Please note that the phone is not monitored on Saturday and Sunday so there may be a delay on return phone calls.

**Q: What if I have to cancel my appointment?**

A: During the day please call ext- 6111 (reception) so we can let staff know. For future appointments, call ext 6137