

Homebound: Website Patron FAQ and responses

What is Homebound service? Our Homebound service delivers any of our WBRL material to our patrons/residents who are unable to access our facilities due to medical, physical, or visual issues. We bring the library to you!

My relative is in the hospital, can they use this service? What if I become ill and am transferred to the hospital or long-term care? Yes, we cater this service to specific individual needs and understand that illnesses may arise and care facilities can become our temporary homes. Please keep us informed and updated on residences. We will deliver services to Long term care facilities or health care centres (in Fort McMurray).

How often do you provide this Homebound service? Typically, we provide this service on a 3-4 week rotation, depending of the needs of our patrons. Each individual is evaluated on a case by case basis, this way we can ensure each patrons needs are being met.

How much does this service cost? It doesn't cost a thing! Our Homebound service is free of charge for individuals who cannot visit our facilities (e.g. Medical reasons, disabilities, illness, severe arthritis, heart conditions, vision issues, etc.).

Is this service just for seniors? No, our homebound service is not limited by age. Anyone who can't physically use our facilities can take advantage of this service. (mobility, health, vision, etc.)

Do you need proof or a medical certificate to participate? Here at the Library, we understand life can get complicated. If you can't access our facilities, please call us and we'll try to bring our services to you, without a medical certificate.

What if I need temporary or seasonal services? With our extremes of weather, it can be difficult to get around when you have mobility issues. Patrons can be signed up on a temporary basis (e.g. Seasonal service, or to recover from injury or illness). Please inform Homebound Coordinator of the temporary service need at sign up time.

How often can I expect Homebound services to be visiting my residence? The frequency of services depends on individual patron needs and resources. Typically a 3-4 week rotation is used.

Does every patron receive the same materials? Can I request specific materials? Volunteers and library staff will choose materials based on individual profiles; patrons can also make requests. Interlibrary loans can also be used to access materials province wide. We work hard to get you materials that match your specific interests and always take suggestions and requests.

Will I be charged late fees through this service? What if I'm not done with my materials when the Homebound staff come to collect them? We understand that Homebound patrons may need longer borrowing times and we are happy to accommodate this need. Each patron is evaluated on their personal need.

What if I lose an item? What about damage? Damaged materials and lost items will be charged for replacement costs. Damaged materials are examined on a case by case basis.

Will the same individual being visiting my residence each time? We love taking time to visit with our homebound patrons. Unfortunately, due to organizational resources and staff needs we cannot guarantee the same representative at each visit. Before each visit, the Library will contact you to inform patrons of which representative will be visiting them that day. That way, patrons will be aware of which individual will be visiting their residence.