



Welcome to Visio Het Loo Erf

Practical information about your stay and personal development program

Please note:

This English brochure is an AI-assisted translation of the original Dutch text. While care has been taken, no rights can be derived from this translation. The Dutch version is binding.

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Foreword

Welcome to Visio Het Loo Erf! We are pleased that you are joining us to learn and grow. This period focuses on developing your independence and learning how to manage the effects of visual impairment. Together with our specialists, you will work toward your personal goals.

During this individualized development program, you will focus on what matters most to you. You will learn new skills, practice using assistive tools, and connect with other people who are blind or visually impaired. While this process may feel challenging at times, it is also highly valuable. This folder explains what your stay will look like and what you can expect.

House rules

At the back of this folder, you will find our house rules. These rules apply to everyone and help ensure clarity, calm, and a safe environment. We trust that you will familiarize yourself with them and follow them.

Would you like someone to review the house rules with you in advance? Our Rehabilitation Support staff will be happy to help. Please call +31 88 585 62 00 or email apeldoorn@visio.org.

If you have any questions, our staff are always available. We wish you a pleasant, inspiring, and relaxing stay.

Kind regards,

Team Visio Het Loo Erf

+31 88 585 62 00

apeldoorn@visio.org

visio.org

Arrival and Introduction

On your first day of arrival, we will welcome you at the agreed time at the Service Desk in the Alpha main building (address: Waldeck-Pyrmontstraat 31, 7315 JH Apeldoorn).

Here you will check in and receive:

- your personal room key;
- practical information about meals, daily schedules, and more;
- praktische informatie over maaltijden, dagindeling en meer;
- guidance to your room and orientation around the building and grounds.

During the first few days, you will be introduced to the people involved in your development program, including therapists, support staff, housekeeping staff, and fellow participants with diverse backgrounds.

You will meet one another during meals, training sessions, and free time. Together, we create a welcoming and comfortable environment.

Your room

During your development program, you will stay in a comfortable private single room with a private bathroom. The room is simple yet fully equipped to provide peace, privacy, and a place to recharge.

Amenities include:

- Bathroom with shower, sink, and toilet
- Bed
- Wardrobe
- Chair
- Desk with a lockable drawer for valuables
- Telephone for internal use and receiving external calls

Weekly check-in and check-out

At the start and end of each weekly stay, you collect and return your room key at the Service Desk in the Alpha building.

- **Check-in:** from 8.30 a.m. If your room is not yet ready, you may collect the key after lunch from 1.00 p.m.
- **Check-out:** on the final day of your stay that week. If a new resident arrives immediately after you, you may be asked to return the key before 8.30 a.m. Your program counselor will discuss this with you in advance.

Use of your room key

If you leave the premises temporarily (for example, for a walk or appointment), please always return your key:

- to the Service Desk (8.00 a.m. till 5.00 p.m.), or
- to Rehabilitation Support (5.00 p.m. till 8.00 a.m.).

Both are located at the entrance of the Alpha building. This helps keep the building secure.

Personal belongings

You will be staying at Visio Het Loo Erf for several days each week. To feel at home, you may bring small personal items, such as an alarm clock or photo frame. Please avoid bringing large amounts of luggage.

Valuables can be stored in the lockable desk drawer. When you go home, take all your belongings with you, as you may be assigned a different room at your next stay. Please ensure the room is completely empty when returning the key, including the bathroom, wardrobe, desk drawer, and any borrowed items.

If you wish to leave items behind, lockers are available in the Alpha main building. Locker keys can be obtained at the Service Desk. Borrowed items (such as instruments) must be returned to the Service Desk.

Cleaning

Rooms are cleaned weekly before the start of a new program week. Visio takes sustainability into account, for example by reducing unnecessary washing of towels and bedding.

If something in your room is broken or requires maintenance, housekeeping or technical staff may enter your room, always with full respect for your privacy.

Meals

At Restaurant Alpha, you are welcome daily for three freshly prepared meals in a relaxed setting. Our chefs accommodate a variety of dietary needs and provide a diverse menu. You will receive the weekly menu in advance.

We service breakfast, lunch and dinner. The meal time are:

- Ontbijt 7.30 – 8.15 a.m.
- Lunch 12.30 – 1.15 p.m.
- Diner 5.30 – 6.15 p.m.

Would you like something extra at lunch? Between 12:00 and 1:00 p.m., you can order a salad or sandwich at the kitchen counter. Drinks and snacks are also available from vending machines. Payment is by debit card.

Dietary requirements

Do you have allergies, eat vegetarian or halal, or follow a medically required diet prescribed by a doctor or dietitian? Please share this during your intake so meals can be adjusted accordingly.

Halal meals are available by order. Current prices can be requested at the Service Desk.

Beverages

Coffee and tea are available free of charge throughout the day. In the evening, beverages may be purchased at the bar or vending machines.

Bringing your own food

You may bring your own food. Please consume personal meals outside the restaurant, for example in the central hall. A refrigerator behind the bar in the restaurant is available, but please label your items with your name and date.

Leisure time, relaxation, and visitors

The development program can be intensive, so relaxation is important. You may unwind in your room, take walks nearby, or exercise in the fitness area. Creative, sports, and relaxation activities are occasionally organized.

Visitors

Visitors are welcome outside your scheduled program times. Please inform Rehabilitation Support so we know who is on the premises.

Would you like someone to stay for dinner or overnight? Please discuss this with your program counselor. This is only possible if it supports your development goals. Current rates can be requested at the Service Desk.

Vacation

The program is most effective without interruptions, but we understand rest is sometimes needed. Short vacations may be approved in consultation. You may take up to one week of vacation per four months.

Personal matters during your stay

Training schedule

Training sessions take place at the following times:

- **Monday through Thursday:**
between 8:30 AM and 12:30 PM, and between 2:00 PM and 5:00 PM
- **Fridays and days when Visio Het Loo Erf closes earlier,**
for example, due to holidays:
between 8:30 AM and 12:30 PM, and between 1:00 PM and 4:00 PM

When planning the first rehabilitation day of the week, travel time is taken into account to ensure that you can participate in a suitable and manageable way.

Each training session is scheduled as a 60-minute time block. This includes the training itself, time to move between activities, a short break (for example to grab coffee), and part of the documentation.

Reporting absence

If you cannot attend a training session or will be absent for a day or week, please discuss this in advance with your program counselor.

If you are ill or unexpectedly absent, report this as soon as possible by phone via the absence line:

- Absence line Visio Het Loo Erf: +31 88 585 57 77.
Available on weekdays from 8.30 a.m. till 5.00 p.m.

Religion and prayer

If you wish to have a moment of silence, prayer, or reflection, you may do so in your own room. There is no separate quiet room at Visio Het Loo Erf.

If you wish to take time off for a religious holiday or fasting day, you may use vacation days.

Medication and personal care

If you need assistance with personal care or medication, please note that staff cannot routinely provide this support. They are not caregivers but will gladly think along with you where possible.

In some cases, we can help with small matters, such as storing medication in a refrigerator or providing reminders. If you require ongoing support, you may arrange home healthcare services, which can be provided on-site. Discuss this in advance with your program counselor.

Please bring an up-to-date medication overview with you upon arrival for safety reasons.

Guide dogs

Guide dogs are very welcome. Please refer to the house rules (appendix in this document) for detailed agreements regarding hygiene, rest, and walking your dog.

Liability and insurance

You are responsible for your personal belongings during your stay. We recommend handling them carefully and leaving valuables at home whenever possible.

Please ensure you have personal liability insurance, which covers damage you may accidentally cause to property or others.

Contributing feedback on Visio Het Loo Erf

Your opinion matters! If you would like to contribute ideas about what is important for clients at Het Loo Erf, you can join the Visio Het Loo Erf Client Council, which regularly meets with management.

After completing your development program, you may also join the BOR (Association of Former Rehabilitation Clients), part of the Oogvereniging. Membership is free if you have completed the program. More information? Go to oogvereniging.nl.

Questions, concerns or complaints?

A pleasant stay means feeling heard. If you have concerns or complaints:

- First, discuss them with the person involved.
- If needed, contact your program counselor.
- You may also contact Visio's independent complaint officer, who can mediate or refer you to a confidential counselor.

Contact details complaint officers Visio

- Email: klacht@visio.org
- Phone: +31 6 54 96 30 39 or +31 6 29 65 14 79

Contact information

Do you have questions before or during your stay?

Practical questions during your stay?

Please contact the Service Desk or a member of the Rehabilitation Support team.

Questions about the content of your development program?

Discuss these with your program counselor.

Are you ill or unexpectedly unable to attend?

Please report your absence as soon as possible by phone via Visio's absence line: +31 88 585 57 77. Available on weekdays from 8.30 a.m. to 5.00 p.m.

Visio Het Loo Erf

Waldeck-Pyrmontstraat 31
7315 JH Apeldoorn

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apeldoorn@visio.org

visio.org

Royal Dutch Visio

centre of expertise for blind
and partially sighted people

Appendix

House rules Visio Het Loo Erf

Welcome to Visio Het Loo Erf, we're glad you are here! During your stay, you will be sharing the environment with other people who are blind or visually impaired, as well as with staff members and volunteers.

We strive to provide a pleasant and safe environment in which you can work toward your goals. To support this, we have established clear agreements. These help clarify what you can expect from us and what we expect from you.

Emergencies: we look out for one another

Although emergencies are fortunately rare, it is important to know what to do.

- In case of an emergency, call the internal emergency number +31 88 585 62 07.
- If the alarm sounds, stop what you are doing immediately, leave the building calmly, and wait outside in front of the building for further instructions from our trained emergency response officers.
- Never use an elevator during an evacuation.
- An evacuation plan is available in your room. You will receive an explanation upon arrival. If you have questions later on, you can always contact the Service Desk.

Creating a pleasant atmosphere together

We believe it is important that everyone feels welcome, safe, and valued. Clients, staff, and volunteers all contribute to this together. Therefore, we ask the following of you:

- Treat others and Visio's property with respect.
- Actively participate in your development program and arrive on time for appointments.

- If you are unable to attend a training session or will be absent for a day or a week due to circumstances, discuss this with your program counselor.
- If you are ill or unexpectedly absent, please report this as soon as possible by phone via the absence line: +31 88 585 57 77.
- Quiet hours are from 11.00 p.m. to 7.00 a.m. During this time, we ask that you keep noise to a minimum in rooms and hallways so that everyone can rest properly.

Ensuring a safe environment together

We expect mutual respect at all times. Behavior that hurts others or makes them feel unsafe is not acceptable. This includes, for example:

- Swearing, bullying, discrimination, or excluding others
- Intimidation or aggression, verbal or physical
- Sexually inappropriate or boundary-crossing behavior

If something is bothering you or you feel uncomfortable, please feel free to discuss it with your program counselor, a Visio complaints officer, or a Visio confidential advisor. Everything you share will always be treated confidentially.

Guide dogs

Guide dogs are very welcome as a valuable form of support for our clients. To ensure safety and comfort for everyone, the following agreements apply:

1. Your dog is welcome if it is actively used as a guide dog. Other dogs (pets) are not permitted.
2. Walking your guide dog on the Visio Het Loo Erf premises is only allowed in the designated dog relief area. This area is a fenced section of the sports field.
3. Playing with your dog is permitted outdoors on the sports field, but only if no client activities are taking place there at that time. Playing is

not permitted in other areas of the premises.

4. Please be considerate of others: your dog must not cause disturbance or nuisance.
5. You may not take your dog into the general (food preparation) kitchens due to HACCP hygiene regulations. Your guide dog is allowed in the occupational therapy instructional kitchen if all of the following conditions are met:
 - your dog is clean, calm, and well trained;
 - your dog lies in a designated spot outside the direct food preparation area (without barking or causing disturbance);
 - cleaning protocols are followed after contact with the dog;
 - you inform the instructor in advance that your dog will be present;
 - your dog's presence does not negatively affect your therapy goals or those of other clients.

During cooking activities, your guide dog is not permitted in the instructional kitchen unless this is part of your therapy.

6. During mealtimes, your dog is allowed in the dining area only when guiding you to a seat. In this case, the dog must wear a harness with a rigid handle.
7. For hygiene reasons, your dog may not come into contact with food in the dining area. Hand-feeding is therefore not permitted.
8. You may bring your dog with you while exercising at a Visio R&A location (fitness and PMT areas, including locker rooms), provided that:
 - the dog is well trained, remains leashed, and lies calmly in a fixed spot during the session (without barking);
 - the dog does not interfere with your therapy, that of the instructor, or other participants;
 - in the event of conflicting interests (e.g., with fellow clients or staff), we will work together to find an appropriate solution.

9. Inside buildings, your dog must be kept on a short leash. When you are seated, your dog should lie next to your chair or under the table. This also applies during evening hours.
10. Your dog is not allowed on the bed. This helps keep rooms clean and hygienic for everyone.

Promoting a healthy lifestyle together

At Visio Het Loo Erf, we believe it is important to offer an environment that supports your recovery, health, and well-being. Therefore, the following rules apply:

- Smoking is permitted only outdoors, at the garden shelter next to the dining hall and at the three trash receptacles along the walking boulevard near the benches.
- During your development program, we maintain a no-alcohol policy. This supports a safe, healthy, and recovery-focused environment in which you can work optimally on your goals.
- The use or possession of soft or hard drugs is not permitted anywhere on the premises.

Online privacy and respect

We want everyone to feel safe and respected at Visio Het Loo Erf. Therefore, please handle photos, videos, and personal information with care:

- Always ask permission before taking photos or videos of other clients, volunteers, or staff members.
- Do not share photos or personal information of others on social media or other online channels unless you have their written consent.

Your room, check-in and check-out

During your stay at Visio Het Loo Erf, you will have a private room where you can retreat and relax. To ensure everything runs smoothly, the following agreements apply:

- Each week, you check in at the Service Desk and collect your room key from 8:30 a.m. If your room is not yet ready, you may collect the key from 1:00 p.m.
- Are you going home? If so, please take all your belongings with you. For your next stay, you may be assigned a different room. Sometimes your room is needed immediately for a new resident. In that case, we ask you to return your key by 8:30 a.m. at the latest. Your program counselor will inform you about this.
- If you leave the premises temporarily (for example, for a walk), please return your room key to the Service Desk (8.00 a.m. to 5.00 p.m.) or to the Rehabilitation Support team (5.00 p.m. to 8.00 a.m.).
- Valuables can be safely stored in the lockable drawer of the desk in your room.
- If you will be away from Het Loo Erf for a period of time (for example, returning home), please take your personal belongings with you or store them temporarily in a locker in the Alpha building.
- Do not bring large items, such as a refrigerator. Large amounts of luggage or valuables should also be left at home.
- To keep rooms tidy, please do not hang items on walls or furniture.
- Visio cannot accept responsibility for items that are damaged or lost.
- When departing, leave your room clean and empty: close the windows, turn off the lights, and lower the heating.

We believe it is important that everyone adheres to these agreements so that together we can maintain a safe and pleasant environment.

If, on occasion, this is not possible, we will discuss the situation with you calmly to understand what is going on and how we can support you. If issues occur more frequently, we will work together to determine what is needed to ensure a positive stay for you and for others.