

OSH HOLIDAY GIFT CATALOG

FREQUENTLY ASKED QUESTIONS



WHAT IS THE OSH HOLIDAY GIFT CATALOG?

This catalog is an opportunity for family and friends that do not reside at OSH to purchase items for patients during the holiday season. This is similar to the Holiday Catalog that was offered in 2022.

HOW DO FRIEND OR FAMILY ORDER ITEMS?

Those who want to purchase items from the catalog will be provided the directions via the OSH Website and OSH social media pages. Completed order forms will be submitted via email and the purchaser will be contacted by Treatment Services staff to complete the order.

HOW DOES MY FAMILY PAY FOR ITEMS AND IN WHAT WAY?

The person purchasing the gift will be contacted by a member of Treatment Service to complete the order and purchase over the phone. At this time only Credit or Debit cards will be accepted. The card information is being inputted manually into the Cashless system – no card information is being saved.

CAN MY FAMILY MAKE AN ORDER DURING VISITATION?

No, we do not have authorization for that to occur.

HOW MANY ITEMS CAN I GET?

The limit is 1 item per family member/friend. More than one family member/friend can make a purchase for you if they so desire, but it is limited to 1 item from each.

CAN I ORDER ITEMS FOR MYSELF OR A FRIEND?

Patients are allowed to make 1 purchase for themselves but are not permitted to make a purchase for their peers. To order an item for yourself, you will need to complete the consent-to-withdraw (CTW) process and write down that it is from the Holiday Catalog in the request.

CAN FRIENDS AND FAMILY ORDER AND SHIP ITEMS TO OSH?

No, if items are purchased and shipped to OSH by a friend or family member, the package will be sent back to the sender just like our current packages process. All gift purchases from the Holiday Catalog align with OSH property requirements.

WHY ARE THERE CONSUMABLE GIFTS IN THE CATALOG?

Some patients will not be able to take personal items with them upon discharge. This is an option we wanted to be available for them.

ONE OF THE GIFT ITEMS IS FOOD RELATED. WILL THERE BE ALLERGENS PRESENT?

Treatment Services staff will check with the unit to identify patient allergens before sending a food related gift.

CAN I SWAP OR RETURN ITEMS?

All sales are final. No substitutions or returns will be allowed.

WHAT IF I GET ITEMS BUT DON'T HAVE THE SPACE IN MY PERSONAL STORAGE?

Please work together with unit staff to ensure there is space for the items you receive. This may mean that some of your personal items get sent to Long Term Storage.

WHEN IS THE LATEST ORDERS CAN BE MADE?

The ordering window is November 24th to December 12th. No new orders will be accepted after December 12th.

WHEN WILL GIFTS BE DELIVERED?

Our plan is to have all ordered items delivered between December 15th and December 26th. Gifts from friends and family will be wrapped so it can be opened when desired.

IS THIS THE ONLY TIME THIS CATALOG WILL BE AVAILABLE?

We will assess the process after the Holidays.