

SCHEDULING FAQ

How do I create an AppointmentPlus login?

Instructions to create your personalized account are available on our Family Portal (www.giosgarden.org/family-portal) in a document titled "How to create a scheduling account".

What if I forget my password to log into AppointmentPlus?

On the sign in page you will find a clickable link "Forgot Your Password".

Are there instructions on how to schedule services like Therapeutic Respite or Date night?

Yes! The instructions are available on our Family Portal (www.giosgarden.org/family-portal) in a document titled "Scheduling Tutorial".

What if I would like to schedule for a date sooner than 9 days from today?

Email scheduling@giosgarden.org a minimum of 48 hours in advance to see if there are any openings available.

If you are looking for care within the next 48 hours please call 608-833-4467 ext. 1. If there is no answer, leave a message for staff.

What do I do if I need to cancel a shift?

Log into your Appointment Plus account. Cancellations can be made by clicking "cancel/reschedule" next to your booking list on your home page.

If you are cancelling care that will take place within the next 48 hours please call the site that you are cancelling.

Middleton | 608-833-4467 ext. 1

Sun Prairie | 608-333-4203

Verona | 608-333-8428

Waunakee | 608-333-8428



SCHEDULING FAQ

How many shifts/hours can I schedule my child per week? per month?

Gio's Garden will do its best to allow each family 6-8 three-hour shifts per month for each child. On average families utilize 18 hours per month.

What if a location is full for a time and date I'd like to schedule my child? Is there a waiting list?

Yes! In AppointmentPlus there is a waiting list feature for any options that are at capacity. All waiting lists will be managed this way, please sign your child up via the AppointmentPlus Portal.

What if I need a longer shift for Therapeutic Respite Care?

Some locations allow families to schedule one (1) hour of care as an "Add-On" to the child's shift. This service will be charged at your families hourly respite care rate.

What if I need a longer shift for Date Night?

Some dates allow families to schedule two (2) hours of care as an "Add-On" to a date night shift. This care will be limited and available from 8:00pm - 10:00pm only as our staffing allows. The rate for this service will be:

\$10 Add-on: 1 child

\$20 Add-on: 2 - 3 children

\$30 Add-on: 4 children

What if I have an appointment that doesn't fit in any of the time slots?

Can I still arrange respite care for my child?

Special circumstances can be scheduled through the Program Direct, Kristin Schmidt by emailing scheduling@giosgarden.org or calling 608-833-4467 ext 4.

When I schedule a shift for my child does that mean we automatically are scheduled for that time?

At this time, Gio's Garden staff will review all schedule requests and confirm them within the Appointment Plus system. You will receive an email from Appointment Plus when the appointment is confirmed.

