

STRATEGIES TO MAINTAIN THE CONNECTION BETWEEN RESIDENTS & THEIR FAMILIES/FRIENDS DURING COVID-19 RESTRICTIONS

1. Virtual Visits



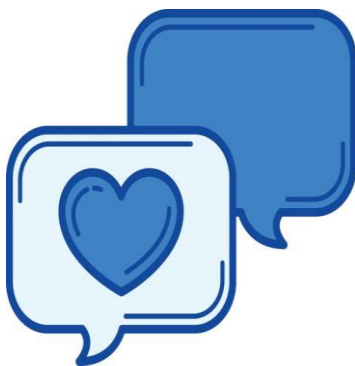
Virtual Visit Platforms:

- Facetime (Apple App Store)
- Google Duo (<https://duo.google.com/about/>)
- Skype (<https://www.skype.com/en/>)
- Zoom (<https://zoom.us/>)

Virtual Visit Tips:

- Implement a weekly calendar to schedule 1-2 virtual visits between residents and their family/friends each week (15 - 30 min visits).
- LTCH staff will assist family in setting up and trialing virtual visits ahead of time.
- Laptop/tablet is sanitized by staff after each use.

2. Social Networking



Social Networking/Messaging Platforms:

- Facebook (<https://www.facebook.com>)
- What's App (<https://www.whatsapp.com/>)
- Instagram (<https://www.instagram.com>)
- Twitter (<https://twitter.com>)

Social Networking/Messaging Tips:

- Establish a LTCH specific social networking page to share news/updates, important events (i.e. birthdays) and resident pictures.
- **Photoshoots** - Create white board or chalkboard paint backdrop and have the resident pose with fun (easily sanitized) props in front of the backdrop. Have/assist the resident to write fun notes on the backdrop. Post the pictures on the LTCH social networking site or email them to family/friends.

3. Window Visits



Window Visit Tips:

- Implement a weekly calendar to schedule 1-2 window visits between residents and their family/friends each week (15-30 mins each visit).
- Choose one window in which all visits will occur.
- Window remains closed and communication occurs through the phone or baby monitor.
- Staff will assist the resident to use the phone when receiving the call from family/friends.
- Allow residents and family to play a game such as Tic-Tac-Toe on the window using window chalk or laminated game pieces (games pieces to be sanitized after each use).
- Window/phone/baby monitor and area will be sanitized after each use.

4. Email



Specific LTCH Resident Email Address:

- Create an email address that contains only email messages being sent to residents from families or friends (ensure that the families indicate the first and last name of the resident in the message).
- Encourage the residents' families/friends to email sentimental photos and related stories to this email address.
- Print the email messages and have staff deliver the messages to the residents.
- Assist the resident to send short emails back to their family/friends or email photos of the resident reading the letters back to the family.

Pen Pal Program:

- For residents who do not have families, ask volunteers/community members wanting to help the LTCH to email encouraging messages to the residents – have them address the email to the “Resident”.
- Have staff members take turns emailing residents who do not receive mail/phone calls.

5. Storytelling Videos



Resident Storytelling Videos:

- If the resident is cognitively and visually able to read a child's storybook, have the resident pick out a book that they would like to read to their grandchildren/great-grandchildren and have a staff member record them reading the book.
- Email the recording or post the video in a private LTCH YouTube page and email the video link to the family.

Family Storytelling Videos:

- Have the family record a video of them reminiscing about an important family event (i.e. gathering, birthday, trip) or something that the resident enjoys (i.e. hockey, baseball, movie, song).

6. Other Ideas



- Facilitate phone calls between family/friends and residents.
 - Determine a weekly phone schedule with family/friends.
 - Assist the resident in calling their family/friends.
- Virtual social events – invite bands/entertainers to perform virtually.
- Use videoconferencing platforms or webcam to connect residents for bingo, trivia or karaoke.
- Allow families to leave chalk messages on the sidewalk outside the home. – take pictures of the messages and show them to residents via laptops or on the home's information monitors in the hallway.