Communication during a Pandemic Isolation



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**There are many ways to stay connected in today’s world of Telecommunication. So, let’s begin with getting to know resident needs.**

1. Add into your intake assessment residents “means of communication” with best practices for that individual.
2. Consider disabilities such as visual or hearing limitations, cognitive impairments, physical abilities, and language they communicate in.
3. Develop a communication plan for each resident within the facility that is “resident centered” based on their individual communication needs.

**! This is a great start to being prepared to meet your residents needs in any situation.**

**Creative Ideas and Practices for Staying Connected During Isolation**

* **A WIDE ARRAY OF INFORMATION AND EXAMPLES OF COMMUNICATION CONSIDERATION ARE AVAILABLE AT THE FOLLOWING LINK.** [**https://idahoat.padlet.org/idahoat1/popayqtqgody**](https://idahoat.padlet.org/idahoat1/popayqtqgody)
* **Use Zoom Video Conference**
* **GRANDPAD Powered By Consumer Cellular**
* **Web Captel---Captioning for your computer**
* **Large captions and subtitles with skype**
* **Messenger, Face Book**
* **Use the ECHO show to make video calls with ALEXA**

*Drop-in” calling with the Amazon Echo Show.**The Drop-In feature for the Echo Show allows a family member to video-call another, simply by saying something like “Alexa drop-in on Grandma”. Grandma only has to be within earshot of her Echo Show to be able to hear the call, which starts automatically. Then she can see and talk to whoever is on the call.* [*Echo Show is available from Amazon*](https://www.amazon.com/)*With the approval of the resident.*

**Creating an environment of inclusion**—Ways to help family, friends and residents feel connected and not isolated: Some options…

* Use technology - video chat, FaceTime, text and email.
* If facility staff assist in setting up equipment, request that they leave the resident's room, so you're able to chat privately.
* Set up Skype or FaceTime so residents can communicate with each other within the facility.
* Virtual Family Council meetings --Virtual Family Council based on Zoom that will meet monthly for as long as they need to. Program representatives will facilitate the meeting and representatives to contributing to the structure, content, and outreach. The meetings will educate, support, and gather information from the families.
* Skype accounts for residents so they can talk to each other
* Virtual tours in residents’ rooms (assuring only residents who want included are viewable).
* Real-time messaging and video-chat
* LogMeIn – offering nonprofits with free, organization-wide use of many products such as GoToMeeting for 3 months through its “Emergency Remote Work Kit”
* Think of creative ways to bring entertainers into the facility such as asking local musicians, magicians, or talented family members to perform outdoors, use the intercom system, or use video chat to perform.

**What other options do families have to feel a part of their loved one’s life in difficult times?**

* Communicate via letters and cards or drop off care packages at the facility.
* Ask family and friends to send short video greetings that residents can watch at any time. Residents can record videos to send in response.
* Send a virtual hello to brighten the day of residents who can't receive visitors by recording a short video and uploading it to [this Facebook page](https://www.facebook.com/Virtual-Visits-of-Cheer-and-Support-103182751325121)
* Use the facility's Contact Us page on their website as a way to contact residents.
* Children can participate by writing notes, uploading a drawing, or sending a short video to residents in nursing homes and assisted living facilities.
* Meet [through windows](https://video.foxnews.com/v/6142796813001) or arrange a time for a [visit through a glass door](https://www.cbc.ca/news/canada/nova-scotia/nursing-homes-covid-19-health-care-1.5500555). When able and accessible have families meet with residents at the windows of the home or arrange a time for them to visit through a large glass door.
* Communicate by phone or other forms of telecommunication.
* Visit through windows when appropriate and with the assistance of the facility.

**Activating family councils. Federal regulations give family caregivers of nursing home residents the right to be part of a**[**family council**](https://theconsumervoice.org/issues/family/getting-quality-care)**and meet together on site in the nursing home to advocate for residents and partner with staff to improve quality of care. During this public health emergency, facilities should facilitate alternative means of communication for family councils (using email, Skype, or “phone trees”) to exchange information and for family members to support one another and stay informed.**