

Virtual Visits



Benefits of Virtual Visits

It is essential that residents in LTC are able to stay connected with their family and friends. Virtual visits play an important role in the emotional, mental, and physical well-being of residents and their loved ones. Virtual visitation also helps protect against social isolation and its negative health impacts.

The following tips can help to facilitate virtual visits for family and friends unable to be physically present in the LTC home due to visitor restrictions during outbreaks, geographical distance, other caregiving or work commitments, and illness or frailty.



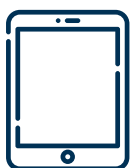
Virtual Visit Preparations



While telephone calls are a great way to keep in touch, video calling adds a visual component that can make communication more meaningful, especially for residents with hearing and vision loss.

- The two primary video chat platforms are Facetime and Skype. These platforms can be used for free on Apple and Android devices. Access helpful information guides at:
 - **Facetime:** <https://www.youtube.com/watch?v=TXLZ-egtle0>
 - **Skype:** <https://www.youtube.com/watch?v=NRcb3uB3Jac>
- Limit other audio and visual distractions (e.g. loud television, window glare).
- Orient the resident to the virtual call device.
- Consider how to maximize comfort, call independence, and privacy for the resident by using a hands-free stand, magnifying case, and head phones.
- Disinfect equipment between each use.

Supporting Virtual Visit Engagement



- Include other family members, friends and pets or show photos of them
- Play familiar music or an instrument the resident enjoys.
- Give a tour of your home or flower garden, show your new home project, or what meal you are cooking.
- Provide reassurance that you will stay connected even if you cannot visit in person.

Creative Conversation Starters



Reflect on the past

- What is your favorite childhood memory?
- What did you and your friends do for fun when you were younger?
- What was the best lesson you learned?

Ask for views on the present

- What is one piece of technology you think has changed the world for the better?
- How do you think the world has changed from when you were my age?
- What is something that made you happy this week?

Look toward the future

- What do you imagine (me, your grandchildren, etc.) accomplishing in 10 years?
- How do you imagine the world will change in 10 years?
- How would you like to be remembered?

Ask about favourite things

- What is your favourite show/movie/music?
- What do you like to do for fun and is it something we can do together?
- What is a new skill you would like to learn?

Ask about accomplishments

- What are you most proud of?
- How did your experience (in the military, during this particular time period, etc.) shape you?

