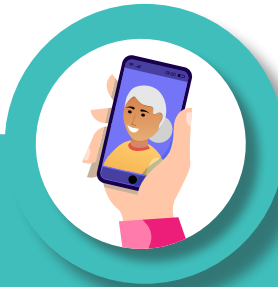


Connecting with your loved one during COVID-19



Be Prepared:

- Set up the call at the time of day you know to be best for them.
- As a backup, be prepared with topics.
- Sometimes a moving screen is hard to follow, plan to stay in one location during the call if possible.
- If possible, provide something for them to hold that you can talk about – drop it off at the community or snail mail it.
- Your patience is appreciated, it is more difficult to communicate over speaker phone/iPad. We may all have to repeat ourselves.
- Listen well to what they say and join them in their topic.
- Remember, sometimes conversations, whether via phone or in person, might just feel frustrating. If that happens, try again next time. Your skills will likely improve each time.



Ways to Connect

Try some of these ways to connect with your loved one during FaceTime, Zoom, or phone calls:

- Sing-A-Long
- Record a message
- Record a family member's special event, send via mail for staff to share
- Prayer Activity
- Provide a photo of yourself via email for staff to laminate and give to your loved one to hold during your call.
- Provide Memory Basket or a photo album



Focus your thinking on their strengths

- Do they still read?
- Can they talk?
- Can they point or hold things?
- Do they walk independently?
- Can they answer questions?
- Did they ever travel?
- What do they enjoy the most?
- What hobbies did they have?
- What brought them joy?

Remember

They are still a person. Our responsibility is to connect with and bring out this person by finding ways around their disability.

Understand that engagement is the key to every interaction, there is no "right" or "wrong" way of doing activities when we focus on our loved one and follow their lead!

A smile goes a long way! Though the conversations might be tough – a smile from you speaks volumes!

