



COVID-19

Connecting While Social Distancing

With the spread of the coronavirus, facilities must also devote time to ensure that their residents do not succumb to the negative effects of social isolation. With this in mind, staff may consider adopting the following practices to encourage communication with residents' family and friends.



Ensure email access to residents and assist them with the use of this.



Encourage the use of FaceTime or Skype.



Telephone (captioned for the hearing impaired).



Letters (provide pen and paper).



Have family send in photographs.



Encourage families to set aside extra time to communicate with their loved ones. This may be emphasized during phone care conferences.