

# Communicating Virtually Activity

RESIDENT IDENTIFIED USING THE PHONE IN PRIVATE AS A PREFERENCE



# Supply Check-list



Assistive devices, as needed:

- Resident's glasses or magnifying glass, hearing aids, walker, or other assistive devices



A device with video chat capabilities

- Smartphone, tablet, computer, etc.



Address/Phone Book/Phone Number(s) of resident's friends and family



Username and password to email, social media, or video conferencing accounts.



Feeling Faces Emotion Assessment form



# Activity Introduction

**[APPROACH]** Approach the resident from the front, on eye level, and smile.

**[GREET]** Greet the resident using their name.

**[INTRODUCE]** Introduce yourself using your name, and point to yourself.

**[ASK]** Ask how the resident is doing today.

» Say: "How are you doing today?"

**[ASSESS]** Complete the '**before**' portion of the Emotion Assessment form.

» Say: "Which face shows how you feel right now?"

» Do: Present the resident with the Emotion Assessment '**before**' Feeling Faces.

**[RESPOND]** Respond to and validate their response.

» Say: "So glad to hear you're well today." or "I'm sorry you're not feeling well."

» Do: Address the person's needs, if applicable.

# Activity Questions

## Question Suggestions:

- Do you like communicating virtually?
  - What is your favorite way to communicate virtually?
  - What is your favorite part about communicating virtually?
- Who is your favorite person(s) to talk to?
- Do you communicate virtually frequently?
- Do you have any fond memories about communicating virtually?

# Activity Instructions

**[INTRODUCE]** Introduce the personal care activity.

- » Say: "I know it's important for you to connect with friends and family. Would you like me to help you talk to someone today?"
- » Do: Show the resident the materials you will be using and explain how they work, if needed.

**[CHOICE]** Ask the resident where they would like to connect with someone.

- » Say: "Where would you like to connect with someone? We can go [list available places]."
- » Do: List the available places.
- » Variation: If more help is needed, only present 2 places at once, as to not overwhelm the resident. If they are unable to choose, then pick one that aligns with the resident's preferences.

# Activity Instructions continued

**[CHOICE]** Ask the resident how they would like to connect.

- » Say: "How would you like to connect today? We can [list available options]."
- » Do: Explain each available option.
- » Variation: If more help is needed, only present 2 methods at once, as to not overwhelm the resident. If they are unable to choose, then pick one that aligns with the resident's preferences.

**[CHOICE]** Ask the resident who they would like to connect with.

- » Say: "Who would you like to connect with today?"
- » Do: List people they can connect with on their chosen platform/method of communication.
- » Variation: If more help is needed, only present 2 people at once, as to not overwhelm the resident. If they are unable to choose, then pick one that aligns with the resident's preferences.

# Activity Instructions continued

**[BEGIN]** Begin connecting with someone virtually with the resident.

**[OFFER]** Offer to assist the resident while still giving them privacy, if needed.

- » Say: "I will be over there so you have privacy, wave or call my name if you need help."
- » Do: Make sure that the person they are connecting with is available.
- » Do: Gesture where you will be during the call.
- » Do: Stand far enough away to give resident privacy but close enough to assist the resident if needed.

**[ASK QUESTIONS]** See question card for ideas.

\* If the resident is struggling with the activity, simplify questions and/or engage more with sense (see next page).

# Using the Senses

**[SENSE]** Engage the resident by using prompts, such as questions or gestures, relating to the five senses. Encourage the resident to **see**, **touch**, and **hear** during the activity, for a sensory experience.

(Tip: Participate with the resident, you can answer these questions too).

- » **See:** Encourage the resident to look at the device/virtual platform they are using.  
"What do you think of device/platform? Does it look different from how you remember?"
  
- » **Touch:** Encourage the resident to touch the device.  
"What does the device feel like? Do you like that feeling? Can you describe it?"
  
- » **Hear:** Encourage the resident to listen to the person's voice, if applicable.  
"What does the person sound like? Can you describe them? Were they happy to hear from you?"

# Activity Closing

**[THANK]** Thank the resident for doing the activity with you.

**[ASK]** Ask for feedback:

» Say: "How did you fee about communicating virtually today?"

**[ASSESS]** Complete the '**after**' portion of the Emotion Assessment form

» Say: "Which face shows how you feel right now?"

» Do: Present the resident with the Emotion Assessment '**after**' Feeling Faces.

**[ASK]** Ask if the resident needs anything before you leave and wipe down materials before storing the supplies.

*great job!*

