



Helpful Hints for Window and Video Visits

This is a hard time for all of us. Try to keep things upbeat, hopeful, and happy. If you see things are going in a different direction, it is ok to try again another day. Perhaps, a different time of the day may find your loved one more feeling more social.

Consider bringing a lawn chair, so you are at eye level with your loved one. *(Window Visits)*

Bring your cell phone to communicate. Paper and a marker are helpful too. *(Window Visits)*

Talk directly into the phone instead of putting it on speakerphone. It can be hard to hear.

Look at your loved one – some people do some degree of lip reading even though their hearing is fine.

If more than one person is visiting, limit conversation to one person talking at a time. Too many people talking at a time is confusing and often times overwhelming. Keep background noise and conversations with each other to a minimum.

Jot down some things you'll talk about. It is sometimes hard to think on the spot and some residents can no longer initiate conversation.

Give your loved one a chance to answer before going on to more questions. This is new to them and they may need extra time to process what they see and what they hear. Also, many times we have things going on around us that can't be helped and may also be a distraction.

Flipping through your phone showing pictures and talking at the same time is overwhelming. Consider bringing printed copies of pictures.

Make sure you have a strong internet signal. If not, your mouth and words do not match so it is difficult to hear. *(Video Visits)*