We are seeing and hearing about some really nice best practices and ideas to help with this very difficult situation. I appreciate how creative some of the homes are trying to be. I have started a list below, feel free to share with the SNF’s. If they want to email me any other ideas or solutions, they have come up with we will be keeping a list to share on our website.

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Some best practices we are seeing and encouraging others to explore to help residents and families/friends adjust to this situation:

- Take an inventory of how many families do the residents laundry offsite
  - setup a drive through system where families pull up to the building call the receptionist and then they do laundry exchange without families needing to enter the building
- When able and accessible have families meet with residents at the windows of the home or arrange a time for them to visit through a large glass door.
- Provide video communication devices to assist with the increased demand for telecommunication visits for families. (FaceTime, Skype)
  - If the community family member does not know how to use something like this or does not have the necessary equipment, encourage them to ask for help at their local libraries and senior centers(if open) to potentially help train older family members in the community on how to setup and use facetime/skype etc.
  - LTCOP office will also try to assist with this if we are able
- No entertainers can come in, so see what hidden talents do staff at the nursing home have to supplement Rec.
- Rec is reaching out to their local communities for pen pals for residents – some do not have family or friends/many kids are home from school as well as other people
  - Community members can email the rec department – rec can print out letters and give to the residents
  - Residents can sit with Rec to “write” an email back
- Hook up a small projector and speakers to a computer and FaceTime or Skype with entertainers and project them on the wall
  - Residents will still have some other kinds of entertainment
  - Entertainers will not lose all their contracted work

Thank you,

Mairead Painter