

New Jersey Firemen's Home

**Activity/Recreation Dept. Virtual Visitation Policy**

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**Purpose:**

To provide an opportunity for Guests to maintain visual communication and connection with their family/friends when unable to do so in person.

**Policy:**

Virtual visitation is defined as any connection made between a Guest and their family/friend using technology of some kind (i.e., laptop, iPad, mobile phone, tablet) because an in-person visit cannot be made due to:

- Visitor restrictions
- Inability to travel (family/friend and/or guest)
- Family/friend resides out of area
- Transportation not available

The Recreation Department will provide technology and/or assistance to any Guests who requests to have virtual visitation while following all other relevant policy and procedures.

The Recreation Department will maintain and care for all technology components needed and will be securely stored in the Recreation Office.

The Recreation Department will add the Virtual Visitation on the outlook calendar labelling the appointment "Virtual Visit" and share with team and other personnel if needed

Family/friend may reach out to Recreation Dept. to schedule a virtual visit.

For Zoom meetings, Family/friend is responsible for creating the meeting, sending the meeting ID and Password to Recreation personnel.

The "Virtual Visitation Calendar" will include the date, time, family/friend name, Guest's name and technology used for each scheduled interaction.

The purpose of this calendar is to ensure all residents/patients/families/friends who request an interaction have an equal opportunity to do so.

The Recreation Department will make every effort to schedule visits during time frames best suited for the family/friends/guests as they request.

All requested visits will be scheduled for a maximum time frame of 15 minutes, unless a longer duration is specifically needed/requested (i.e., special family event/funeral/church service, etc.). All special requests must be made in advance.

**Procedure:**

Inform guests/families/friends of available technology to maintain a visual and close connection with one another.

Communicate with family members/friends who request a visit to determine best format to be used and when to schedule the visit.

Initiate a new event on the "Virtual Visitation" Outlook Calendar and include family/friend name, Guest name, time to begin (ensure minimum 15 interval)/ contact information, and format/technology to be used.

For a FaceTime call: Family/Friend iPhone # or iCloud email is needed

For a Zoom Meeting: Family/Friend needs to schedule the meeting and contact Recreation personnel with Zoom Meeting ID and Password.

Ensure all equipment is properly cared for -- disinfect between each use, batteries charged, adaptations made as necessary.

Set up technology needed for each visit including external speakers as needed for those with hearing difficulty.

Ensure background noises are kept at a minimum as much as possible including turning off other electronics such as television/radio.

Communicate with the staff to help ensure the guest is ready on time for the visit, especially if requested to be out of bed.

Supervise each interaction, as needed, to assist the guest and/or ensure there are no issues with connectivity or the technology.

Ensure visits and/or assistance and technology needed are care planned for and document interactions within the progress notes or Recreation attendance log.

Assist in securing technology components needed to ensure Guests can maintain visual connection and conversation with family/friends.

Provide trouble-shooting assistance for technology and/or equipment used as requested.

*Nursing Dept.*

Have Guests out of bed (when requested) and/or personal care completed by the scheduled visitation time.

Assist with Virtual Visits when Recreation is not present.

Recreation Dept. if a family member/friend requests a virtual visit.

Notify Recreation Department if a visit needs to be rescheduled for any reason as soon as possible.

*Social Services Department*

Assist Recreation Dept. in obtaining contact information for family/friends as requested.

Notify Recreation Dept. if a family member/friend requests a virtual visit.