

April 1, 2020

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## COVID19: Information Webinar and Virtual Visiting Tool Kit

Dear residents and long-term care team members,

You are our source of motivation and inspiration! Your OARC team is working to support you and your voice every day, and especially during the COVID-19 crisis. Today we bring you two resources intended to bring residents and their families together during this time of separation. Our hope is that these will help to bridge your connection during this difficult time. Please share this information far and wide!

### Information Webinar

#### **Courageously Living Through COVID-19 Together: Residents and Families**

Wednesday April 15, 2020 | 2-3 pm EST via GoToTraining

Speakers: Dee Lender, Executive Director, OARC and Samantha Peck, Executive Director, Family Councils Ontario

In this webinar, OARC's Executive Director, Dee Lender, is joined by Samantha Peck, Executive Director of Family Councils Ontario (FCO), to candidly discuss this unprecedented time in our long-term care sector, acknowledging how the COVID-19 crisis has reshaped our lives; how we have risen to the challenge with grace and courage; and, how we are harnessing collaborative relationships to find solutions and support.

Having courage doesn't mean that you're not afraid. The definition of courage is "the ability to do something that frightens one" or "strength in the face of pain or grief." We continue to live and work courageously through this crisis.

Join FCO and OARC leaders to review and make sense of government directives, discuss the impact on residents and families, explore solutions and ask questions in a safe place.

This webinar will appeal to a broad audience, including residents, family/friends of residents, team members, home management and other partners in the LTC sector.

Register here: <https://attendee.gototraining.com/r/4371019821738571521>

## Virtual Visiting Tool Kit

Helping people use technology to see and connect with their families during the COVID-19 pandemic is absolutely critical. Never before have residents in long-term care and retirement communities felt more isolated and removed from normal life. The mental and emotional wellbeing of many are at stake.



This toolkit has been developed to help any long-term care or retirement residence team to take on the task of setting up scheduled video calls between residents and their loved ones. The content was prepared by Family Councils Ontario, the Ontario Association of Residents' Councils, and Tech Coaches Inc. as part of a collaborative partnership rooted in crisis resolution. They were actively informed by frontline examples of video calling initiatives that have launched with success since the COVID-19 pandemic started.

The tool kit and supporting materials will be posted on OARC's website in a few days. In the meantime, you can download it here by clicking on the links below:

## [Virtual Visits Toolkit](#)

Tools to help you through the process:

### Zoom Tools

- [How to Install Zoom](#)
- [How to Create a Zoom Account](#)
- [How to Launch a Zoom Meeting](#)
- [How to Join Zoom a Meeting on a PC](#)
- [How to Join a Zoom Meeting on an iPad/iPhone](#)

### Skype Tools

- [How to Install Skype](#)
- [How to Create a Skype Account](#)
- [How to Launch a Skype Call](#)

The toolkit contains information on what's needed to organize video calls, common barriers and solutions, FAQs, promising practices, a suggested implementation schedule, and contact information for Tech Coaches Canada, the Ontario Association of Residents' Councils, and Family Councils Ontario. We're here to help you develop and deliver a Virtual Visits program so please get in touch with us for support.