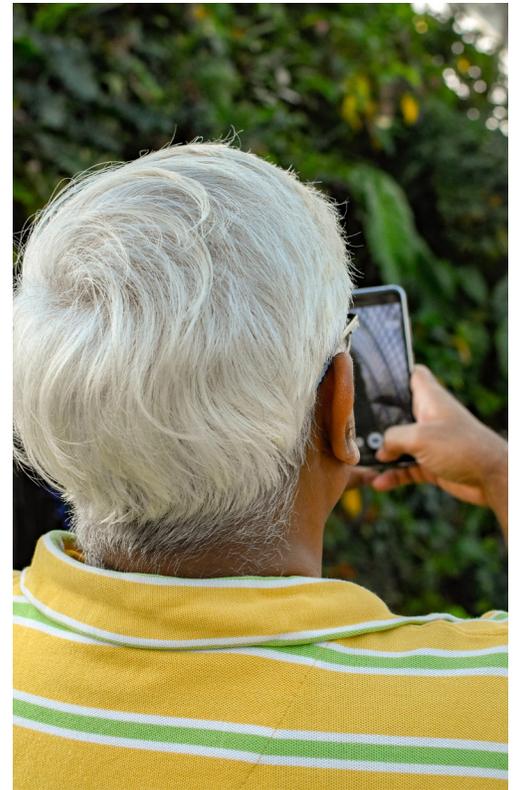


TOGETHER APART

A GUIDE TO VISITING FROM A DISTANCE



Together Apart | A Virtual Visiting Guide

A Note to the Reader

Staff from the Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland, Haliburton, the Alzheimer Society of Oxford and the Alzheimer Society of Ontario have written and produced this Guide in response to COVID-19 to help reduce the social isolation people living with dementia are facing. The reality is that people living with dementia faced social isolation regularly before COVID-19 but with physical distancing a requirement, the isolation has intensified.

Fully knowing the value of our volunteer visitors in the lives of our clients living with dementia and their care partners and the connection between the volunteer and the person living with dementia, we wanted to respond by equipping our volunteers to change their in-person visits to virtual visits.

Although our initial goal was to equip our volunteers with a resource that would help them in their virtual visits, we realized that family members could also use the Guide to help them in connecting and spending time with their family member living with dementia.

How to Use This Guide:

Together Apart – A Virtual Visiting Guide provides information for virtual and phone visits and information specifically for the care partner. The index clearly indicates which pages are specifically for care partners and phone visits. Care partners, feel free to skip to your sections of the Guide and review the other materials if you wish, when you are able.

Within each section of this Guide, icons for the computer () , Smartphone or tablet () and telephone () have been used in the margin to indicate if the information is relevant to those types of technology.

Within the Technology section, bars at the top right of the page indicate if the information on that page is relevant to the **Laptop or Computer** or **Smartphone or Tablet** . If the images used in this section do not accurately reflect what you see on your device (there are many different devices on the market today), use the wording in each step as your guide.

If you are using a printed copy of this Guide, you will need to type link addresses (e.g. <https://bit.ly/3iphV0x>) into your browser.

We hope you find Together Apart – A Virtual Visiting Guide easy to navigate, easy to understand and helpful in connecting you with the person you care about.

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Reminder: Within the Communication and Activities sections, icons for the computer, Smartphone or tablet and telephone have been used in the margin to indicate if the information is relevant to those types of technology.





Communication

Communication is a complex process that uses many parts of the brain. As dementia progresses causing changes in the brain, each person will experience changes in the way they are able to communicate. They may have trouble using words to express themselves and difficulty understanding the words of other people. During virtual visits, it is up to the visitor to use what they know to support and encourage communication with the person living with dementia.

During the Visit: Engaging the Person Living With Dementia

-  1. **Greeting.** Use the name the person prefers and remind them who you are at each visit. For example, *"Hi Pat, this is Alex. I am excited to visit with you today!"*
-  2. **Make eye contact.** Try to look directly into the camera on your computer. This may feel strange, but for the person you are visiting it will look like you are looking straight at them.
-  3. **Use your nonverbal body language.** Be close enough to the screen that the person can see your facial expressions and any gestures you may make with your hands. The person living with dementia may have some trouble understanding what you are saying to them. Nonverbal clues like facial expressions, the tone of your voice and actions can help them understand what you mean. Try to shrug off stress, let tension go from your face and use a positive tone of voice. Make sure your nonverbal communication matches the words you are saying.
-  4. **Watch the nonverbal body language of the person living with dementia.** Check the nonverbal body language of the person living with dementia often to see how they are doing. If you are not sure what the person is saying, try to acknowledge their emotion and respond to what you see. For example, if the person seems anxious consider saying, *"That seems upsetting. I am not sure if I can help right now. Can you tell me more about it?"* Try directing the conversation to something the person living with dementia enjoys. Their nonverbal response will give you clues about whether it is time to move on to a different activity or change the topic.
-  5. **Speech.** Speak slowly using short sentences and closed-ended questions with yes or no answers. Give extra time for the person living with dementia to answer questions and wait patiently for their response. For more information, see: Helpful communication tips, found on page 5.
-  6. **Making conversation.** Take time to chat casually and ask the person living with dementia to share their thoughts. For ideas on starting a discussion with the person living with dementia, see Making a Phone Visit found on pages 6 & 7.
-  7. **Technical difficulties.** If there are technical problems, let the person living with dementia know that these things are common, and you will try again. Consider saying, *"Well, sometimes computers don't work the way we want. It looks like we are having some problems today. I am going to hang up now and call you on your telephone."* Call the care partner immediately for technical support.



**For the Care Partner:
Before The Visit**
Available on Page 9

Introducing Activities

Introducing an Activity:

-  1. **Be organized.** Think through the steps and what you will need for this activity. Have all materials and instructions in front of you to share with the person. Remember to clear your table of all visual distractions.
-  2. **Offer choice.** Have at least 3 activities ready and give the person living with dementia the choice between 2 of the activities. Having a choice increases self-esteem and gives them some control.
-  3. **One step at a time.** Show each activity piece with your hands and slowly explain each step. If you are sharing an online activity through your screen, explain what the person is seeing on their screen to guide them through the steps of the activity.
-  4. **Avoid correcting.** If the person living with dementia is doing something different than the instructions, try not to correct them. Use humour and comment how you have never seen the game played like that before or for a phone visit that they have taught you something new today. If they seem frustrated, consider saying, *"I liked how you were doing it, but what do you think about trying it this way?"* or in the case of a phone visit, *"That is really interesting, would you like to hear what I learned about...?"*

Transitioning to a Different Activity:

-  1. **When?** Pay close attention to the nonverbal body language of the person living with dementia for clues that they are losing attention.
 - Do they seem restless, moving around or fidgeting often?
 - Are their eyes not focused on the activity?
 - Are they turning away from the screen or pushing away from it?
 - Are they starting to chat about topics other than the activity?
 - If they are losing attention, invite them to try another activity with you. Consider saying, *"Would you like to play a different game with me?"* or in the case of a phone call, *"Would you like to sing your favorite song with me?"*
-  2. **How?** Explain what you are doing as you are doing it. The more you can break down what you are doing, step by step, the more the person living with dementia will be able to follow along. Remember to speak slowly and clearly with short sentences and give the person time to respond. Encourage them, saying, *"I can see how hard you are working."*
-  3. **What?** Having a conversation is not the only way to connect with the person living with dementia. Try listening to music or singing together. Focus on what they are still able to do. Is there something the person could teach you? Do they play an instrument? Are they a gardener and you are struggling with your tomato plant? If you can, bring your plant to the camera and consider saying, *"My plant needs some help. You are a wonderful gardener. Can you give me some advice?"*

Ending the Visit: Finishing on a High Note

-  1. **Do not extend the visit.** Even if the person living with dementia is enjoying themselves, end the visit on time. This way you can end while the visit and activity have been successful.
-  2. **Offer the person living with dementia control.** The person living with dementia may have less control in their life than before their diagnosis. Give some control back by asking their permission to call them again. Consider saying, *"May I give you a call again? Would that be alright with you?"*
-  3. **Show that you enjoyed spending time with them.** Show your thanks by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."*
-  4. **Avoid using the word, "goodbye".** Ending the visit may make the person living with dementia anxious. Let them know you need to leave to take care of something else. Consider saying, *"Look at the time. I had better go make lunch."* Instead of using the word, "goodbye", consider saying, *"see you soon."* For more information see: Troubleshooting, found on pages 7 & 8.





Helpful Communication Tips

-  1. **Use short and clear sentences.** Simple sentences have one subject and one verb. *"The wind is really howling today."* Try not to use long sentences.
-  2. **Avoid open-ended questions.** Try not to ask things like, *"What would you like to do today?"*
-  3. **Use questions with two choices.** Consider saying, *"Would you like to play checkers or would you like to play Snakes and Ladders?"*
-  4. **Ask questions with yes or no answers.** If questions with two choices are confusing to the person, try using yes or no questions. For example, *"Would you like to hear some good news today?"*
-  5. **Give extra time for a response.** The person living with dementia may need extra time to answer your question. Be patient and try not to jump in too quickly.
-  6. **Repeat the question or sentence if needed.** Try not to re-word the question. Instead, repeat sentences, word for word, to help the person process your question.
-  7. **Use show and talk.** Show the meaning behind your words with actions. Say: *"Have you got a headache?"* Show them what you mean by putting your hand on your forehead.
-  8. **Offer help.** If the person living with dementia is struggling with a word or a train of thought, be patient and do not interrupt them. After giving them some time you can offer to help. For example, consider saying, *"Do you mean garden?"*
-  9. **Avoid arguing.** Try redirection or distraction instead of arguing or correcting the person. Shift the conversation to a new topic. Ask, *"Have you ever traveled across Canada?"*
-  10. **Validate the person living with dementia.** If the person living with dementia talks about things you do not understand or that are out of date or not true, try not to correct them. Try validating them and saying, *"That sounds interesting! Tell me all about it."*
-  11. **Avoid testing memory.** Asking questions that use the short-term memory of the person living with dementia that is not working, can be upsetting for them. Try not to ask questions like, *"Do you remember what we did last week?"* or *"What did you have for lunch?"* Instead try, *"Your wife mentioned you had carrot soup for lunch. Was it tasty?"*
-  12. **Use long-term memory.** Long-term memory usually remains intact longer than short-term memory for people living with dementia. Use this to ask questions about things that happened a long time ago. Consider saying, *"Did you have a dog growing up?"*
-  13. **Use humour or music.** These are great ways to connect with the person and encourage more conversation.



Making a Phone Visit

Talking on the phone might be more difficult for the person living with dementia. They cannot see faces to remind them who they are talking to and there are no nonverbal body language cues to help them understand. Here are some ideas to change the way you communicate to make your phone visit more successful.

1. **Before your visit.** Make sure that all distractions and noise in the background have been reduced as much as possible (e.g. TV, radio, dog barking, traffic).
2. **Identify yourself.** Be prepared to repeat your name throughout the visit.
3. **Remind often.** You may need to remind the person living with dementia about what you are talking about. Repeat the theme of the conversation to help the person stay on topic. (e.g. *"The birthday was lovely. The birthday cake was chocolate and was delicious. You got so many birthday gifts."*)
4. **Avoid pronouns.** Try to avoid the use of pronouns (*he, she, it, them, etc.*) and instead use the names of objects or people.
What not to say: *"They weren't sure but thought it was there."*
What to say: *"Pat wasn't sure but thought the cup was on the kitchen counter."*
5. **Plan conversation topics.** Be ready with a short list of topics you are comfortable talking about and know the person will enjoy. Include a joke or funny story. Put the list beside your phone so you can look at it during your visit. It is okay to bring up things you've talked about before, since the goal is to have meaningful and pleasant conversation.
6. **Try sharing first.** Show the kind of sharing you are hoping for by going first. Consider saying, *"I just love summer because I can walk outside in my bare feet. What do you like about summer?"*
7. **Use of long-term memory.** Dementia affects short-term memory in the person living with dementia. You may have more success talking about long-term memories. Be natural and show curiosity to try not to sound like you are interviewing the person.
 - *Where were you born?*
 - *How many siblings did you have?*
 - *How did you meet your spouse?*
 - *What did you and your friends do for fun when you were young?*
 - *How many siblings did you have?*
 - *What did your parents do for work?*
 - *Tell me about your first job?*
8. **Use of superlatives.** Superlatives are adjectives or adverbs (*the best, the most, the funniest, etc.*) that can make great conversation starters.
 - *Who was the worst teacher you had?*
 - *What are you most proud of?*
 - *What was the best holiday you have ever taken?*
 - *What is your favorite meal?*



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9. **Singing together.** Sing old-time songs, hymns, Christmas, or other seasonal holiday songs that the person enjoys.
10. **Guiding the conversation.** The person living with dementia may take the conversation in a sensitive or upsetting direction. Gently guide the conversation back to topics that feel safe.
11. **The purpose of your call.** You may feel discouraged if your conversation has felt simple or did not go as planned. The purpose of your visit is for the person living with dementia to have some social interaction and enjoy themselves.
12. **Thank them for their time.** Thank the person living with dementia for the visit and focus on the positive. Consider saying, *"I have learned so much from you today."* Instead of saying, *"goodbye"*, talk about what you need to do next. Consider saying, *"It is time for me to make lunch now – I'll talk to you soon."*

Troubleshooting During a Virtual or Phone Visit

What Should I Do if the Person Loses Interest in the Activity?

1. Have 2-3 other activities ready to introduce and suggest doing together.
2. Make sure that there is not something that is taking away the person's focus:
 - Do they have to use the washroom?
 - Are they thirsty or hungry?
 - Are they uncomfortable where they are sitting?
 - Are they looking for their care partner?
 - Is there a distraction (phone ringing in the background, dog barking)? Try bringing the person's focus back to the conversation by saying, *"I hear a dog barking, do you hear it too? I have a dog named Bo. Have you ever had a dog?"*
3. Is this the natural length of time they can focus for? Is it time to wrap up your visit?
4. Is the video feature distracting for the person? Would it be better to turn off the video and just chat?

What if There are Technical Difficulties?

1. Explain that the technology is to blame for the issue and that these kind of things sometimes happen. Remember that the simpler the explanation the better. Apologize for the technical challenges (for example, a blurry image or the action and sound do not match up or the call is dropped). If it cannot be fixed, try turning off the video. Use humour to make light of the frustration, and redirection to distract from the problem. (e.g. *"I'm sorry! I'm not sure what is wrong with this call. Technology! We can put a man on the moon but we can't make a simple call, can we?"* Consider saying, *"Did you see that full moon last night?"*)

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

What Should I Do if the Person Keeps Repeating the Same Story?

-  1. Use redirection and gently change the topic.
-  2. Respond differently each time you hear the same story.
-  3. Instead of fighting it, ask for even more detail about the story.
-  4. Make sure the story is not a sign that the person is anxious about something. Does the theme of the story give you a clue? Can you respond to the emotion they are sharing? Consider saying, *"It sounds like you may be worried about where your daughter is. She told me she was going to sit on the patio and will be back in 5 minutes."*
-  5. If necessary, call the care partner on the phone to support the person.

How Should I Respond if the Person Living with Dementia Seems Frustrated With Me?

-  1. Apologize. It does not matter if you understand what has made the person frustrated. If the emotion seems to be directed at you, tell them you are sorry. Consider saying, *"I'm not sure what happened, but I'm so sorry. Can we try again?"*
-  2. Validate the feelings of the person. Consider saying, *"Your feelings make sense to me. I would be frustrated too."*
-  3. Once you have followed the steps above, try to redirect the person. Consider saying, *"Let's leave that silly game and try this one instead."* Then try distraction. Consider saying, *"Now you were in the middle of telling me a story about how you met your spouse."*

What if the Person Living with Dementia Seems Anxious When I Try to End the Visit?

-  1. If possible, plan your visit for the same time on the same day to help make it a routine. Before the visit, ask the care partner to come back for the end time of the visit. The care partner can help redirect or distract the person living with dementia, who may want to stay on the visit. Remind the person of the date of (or the number of days until) your next visit.
-  2. End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for spending time with me."* If the person living with dementia seems upset about ending the visit, tell them you need to take care of something else. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and instead consider saying, *"We'll talk again soon."*



**Further Helpful Resources
on Communication**
Appendix A, Page 63



For the Care Partner: Setting the Stage for Virtual Visits

How To Introduce Virtual Visits:

If your family member or friend living with dementia has never visited over Zoom (a virtual way of seeing one another through technology) or had an extended visit over the phone, you can be an asset in helping to build their openness to this concept. The first few times people visit using Zoom, it can seem different however, “seeing” one another through Zoom can start to feel almost like seeing each other in person. Zoom or the phone do not replace the benefits of face-to-face visits but when physical visits are not possible, they provide a great alternative.

As the care partner, try using the following strategies to help introduce virtual visits:

1. Ask a friend or family member you know who would be comfortable with a virtual visit and the person living with dementia to do introduction visits to help the person with dementia get used to “seeing” a face of someone they know and recognize easily or with a phone visit. This can help the person living with dementia feel more comfortable with technology because they will likely be excited to “see” someone or hear from someone who is very special to them.
2. Ask the friend or family member to have a short visit and talk about a topic that is very familiar to the person living with dementia, a topic that they can have an easy and successful conversation. If conversation is challenging for the person living with dementia, ask the friend or family member to do something the person living with dementia is successful at (e.g. singing favourite songs together, playing a word game (see pages 84 - 86 of this Guide), etc.).
3. When you know the person living with dementia is comfortable with the virtual visit, let them know you will be in the room close by or even in the same room if that is what is needed to make them feel comfortable. As the person living with dementia is gaining comfort with a virtual or phone visit, you can begin to remove yourself from the room so you can have a break. Building up a comfort level with virtual visits will hopefully result in the person living with dementia becoming receptive to having a virtual or phone visit with someone who is not as familiar to them.
4. When a Zoom or phone visit is to take place with someone the person living with dementia is not as familiar with, introduce the idea with confidence and enthusiasm and remind the person they have had fun visits with “*name*” and this visit will be fun too.
5. It is normal to be reluctant or apprehensive about something that is very new, and virtual visits are very new to most of us. As the care partner, you can also demonstrate to the person living with dementia the use of Zoom through your own visits with family or friends. As the person living with dementia is able to see you interacting and enjoying your time with a virtual visit, they may become more receptive to the idea for themselves.
6. Consider asking a grandchild or special family member to join you for a visit and if the person living with dementia comes to see what the laughter is about, invite them to join the visit to help build their familiarity with virtual visits.
7. Remaining positive in your verbal and nonverbal body language will help to set the stage for successful virtual visits.



Technology

This section of the Virtual Visiting Guide is about technology, including technological requirements, tips, troubleshooting and a section on phone tips for phone visits. The following instructions are simple, user-friendly, and inclusive, so readers who are new to using technology can easily get started.

Equipment Needed for Virtual Visiting

You Will Need:

-  1. One of the following devices: laptop, desktop computer, Smartphone, or tablet/iPad.

A hands-free option will work best so you can use your hands to participate in activities. If the equipment you choose to use has a built-in microphone, camera, and speaker - you are all set.

-  2. If your device is not equipped with a microphone, camera or speakers:

You will need to connect these added pieces of equipment to your device. External microphones, cameras or “webcams”, and speakers can be purchased from most retailers with an electronic section (e.g. Walmart, Staples, The Source, Best Buy, etc.). They can also be purchased through these or other retailers online. This equipment ranges from \$5 - \$200 per item. Low to mid-ranged items will do the job; higher priced options may increase quality. Choose the option that makes most sense for how you plan to use them and your budget.

Setting the Scene for a Successful Virtual Visit

Below are 5 simple tips and tricks that we recommend to ‘set the scene’ for a successful virtual visit with a person living with dementia:

1. Find Out What Technology the Person Has Before Your Visit:

-  Ask the person living with dementia or care partner what type of device they will be using to participate in the visit. Will they be using a laptop, Smartphone, or tablet? The type of device will have an effect:

- How the video visit will look
- What app they may need to install before the visit
- What other technology may be needed for their virtual visit

The small size of most cellphone screens may make it hard for the person living with dementia to see their virtual visitor, themselves, and other important controls during the video visit. If possible, we recommend using a laptop, computer, or iPad/tablet.



For the Care Partner: Tips for Using Technology
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-  • Remind the person living with dementia and/or the care partner that the device they are using for the visit should be fully charged before the virtual visit. The device can also be plugged in for charging during the visit as long as the cord is long enough to reach where the person is sitting and they can still see the screen clearly.
-  • Make sure that the microphone and speakers are not covered during the call. If you are using a computer or laptop, make sure there is nothing nearby that is blocking the camera or microphone. If you are using a Smartphone or tablet, make sure that you are not holding your hand over the speakers. Check that the device is not resting with the speakers against the surface you have placed it on.

2. Use Headphones:

-  • Using headphones during your visit helps you and the person you are visiting to hear better online and over the telephone. Headphones with built-in microphones can also make the words you are saying clearer. Headphones that go on the ears (called on-ear or over-ear headphones) may be more comfortable than earbuds that go inside the ear.
-  • Find the headphone jack on your device to plug in your headphones. Your device may open a window asking you to describe what you have plugged in. Choose the option that says 'headphones'.
-  • If you do not have headphones, consider purchasing a pair from a retailer that sells electronics near you such as Wal-Mart, Staples, Best Buy, The Source. Headphones can range from \$10 - \$200 depending on quality, functions, and brand.

3. Boosting Your Internet Speed (Where Possible) Before Your Virtual Visit:

-  • Choose a meeting space that is closer to your internet router for the best speed for a video visit. This should reduce the amount of interference and freezing during the visit.
-  • Make sure all other apps or tabs are closed on your device screen before the visit.

4. Have the Care Partner Stay Close by During the Call:

-  • If possible, have a care partner close by during the virtual visit to help out if there is a problem with the technology or to address anything else that comes up during the visit.

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5. Test Out Your Tech:

-  • Plan a test Zoom visit before your scheduled virtual visit to make sure the technology is working and so everyone including the person living with dementia can get comfortable with the technology.
-  • Test your audio and video quality by going to <https://zoom.us/test>, join a ‘mock meeting’ and follow the instructions. This can be done from any device.

If you have followed these steps, you should be ready to set up your virtual visit. Keep reading for more information on how to create a Zoom account and schedule a visit using your laptop, computer, Smartphone or tablet.



IMPORTANT: A Note on Internet Privacy and Security

-  It is important for you, the person living with dementia and the care partner to know about internet privacy and security. Internet security is an important issue, and even though your virtual visits may not be about private information, it is still important to know about possible security risks for online meetings.

Zoom is an online platform that helps connect people securely. We believe privacy measures used by Zoom will protect your privacy, but we also suggest you think about additional safety measures like using secure Wi-Fi and being aware of who can hear you and the person you are speaking to.

- To read more about Zoom’s privacy and security settings, go to <https://bit.ly/3iphVOx>. You can also view a recent letter from Zoom’s top executives sent in August 2020 here: <https://bit.ly/2YScHCz>.



What is Zoom?

 Zoom is an online video-chatting platform that aims to help individuals connect with one another virtually. Zoom features video and audio calling, as well as the ability to share pictures, videos and documents from one person's computer, laptop, Smartphone or tablet to the other person's. Using Zoom has become very popular for social visits and meetings because it is easy to use and allows for people to continue to "see" one another even when being together physically is not possible.

Together Apart: A Guide To Visiting From A Distance has been developed using Zoom version 5.0.3 (24951.0515) for laptop or computer and Zoom version 5.2.0 (42611.0804) for Smartphone or tablet. If you already have a Zoom account, it is recommended that you upgrade/update to the latest version on your device. Visit <https://bit.ly/3b3zZu0> for instructions. When installing Zoom for the first time, the latest version is available automatically.

Using Zoom | Getting Started:

-  To begin a virtual visit with Zoom, you must first create an account.
- If you are using a **Laptop or Computer**, refer to instructions on pages 15-22.
 - If you are using a **Smartphone or Tablet**, refer to instructions on pages 23-29.

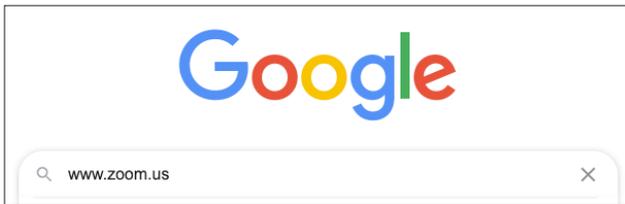




Creating a Zoom Account & Installing Zoom on Your Laptop or Computer | 14 Steps

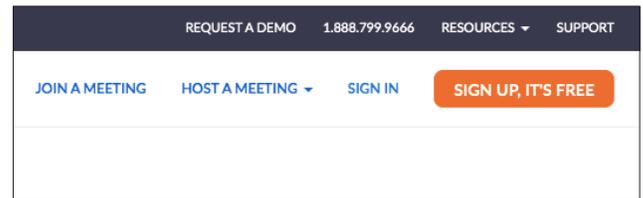
STEP #1:

- GO TO: www.zoom.us



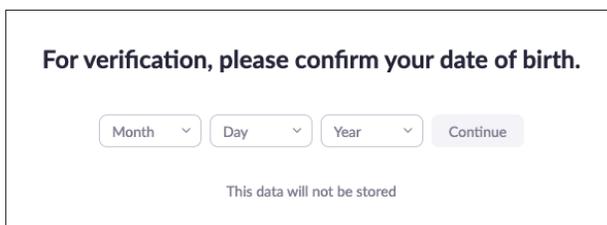
STEP #2:

- In the top right corner, there will be an orange button that says "Sign up, it's free". Click this.



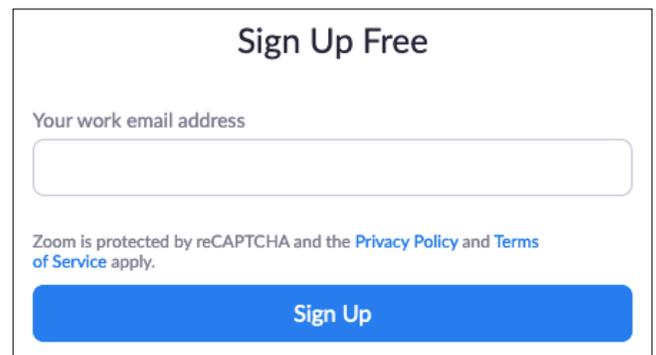
STEP #3:

- You will now be asked to enter your birth-date. Please do so by selecting month, day and year from the corresponding drop-down menus. Then click "Continue".



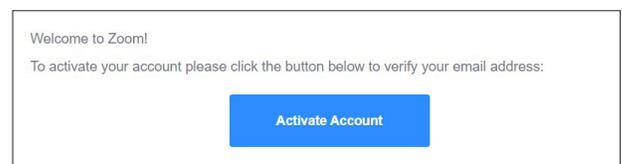
STEP #4:

- You will be asked to enter a work email address. Please enter your personal email address. Click "Sign Up". A confirmation email will be sent to the email address you entered.



STEP #5:

- Open and log in to your email. Select the email from "Zoom". You will see a blue button that says "Activate Account". Click this button.



STEP #6:

- Return to the Zoom screen. You will be asked if you are creating an account on behalf of a school – choose no and click "Continue".

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

Laptop or Computer | 15 - 22

STEP #7:

- Your account has been created using your email address. You will now be asked to enter your first and last name. Note: You can use an initial for your last name if you prefer.

STEP #8:

- You must now create a password. Your Zoom password must be at least 8 characters long and include at least one uppercase letter and one number. Click *"Continue"*.

STEP #9:

- You will then be asked to *"Invite Colleagues"*. At the bottom, there will be two buttons; choose the button on the right that says, *"Skip this Step"*.



STEP #10:

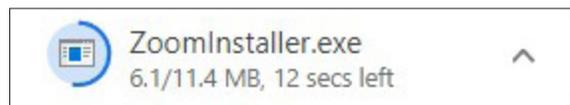
- You will now have two options: *"Start Meeting Now"* or *"Go to My Account"*. Select *"Start Meeting Now"*.

STEP #11:

- You will see, *"If you have Zoom Client installed, launch meeting. Otherwise, download and run Zoom"*. Choose *"Download and Run Zoom"*.

STEP #12:

- In the bottom left of your browser window you will see a download. Once the download is complete, click on it. You may be prompted with *"Do you want to allow this app to make changes to your device?"* Choose *"Yes"*. Zoom will now be installed on your computer.



STEP #13:

- From here, exit the window. You will see a blue Zoom icon directly on your desktop or you can locate Zoom in your desktop menu. Click this.



STEP #14:

- You will be asked to log in. Use your email address and the password you created in Step 8. **You have successfully activated your new Zoom account!**

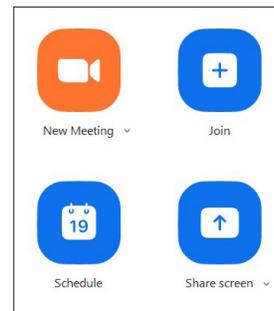
Inviting Someone to a Zoom Visit on Your Laptop or Computer | 9 Steps

STEP #1:

- Open your Zoom account by clicking the icon on your desktop. You will be asked to log in using your email address and password. Click "Sign In".

STEP #2:

- You should now see the home screen. Click "New Meeting".



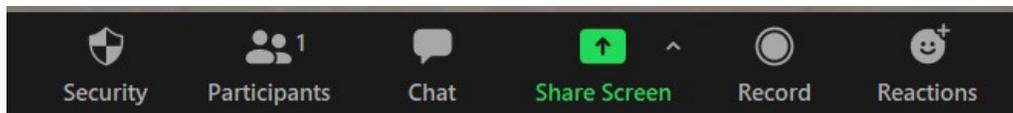
STEP #3:

- You should now see your face on the screen as well as a prompt to "Join with Computer Audio". Accept this option.



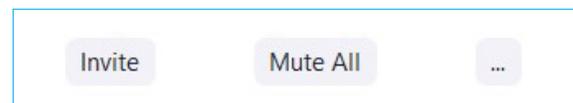
STEP #4:

- At the bottom left of the window you will see "Participants". Click on this.



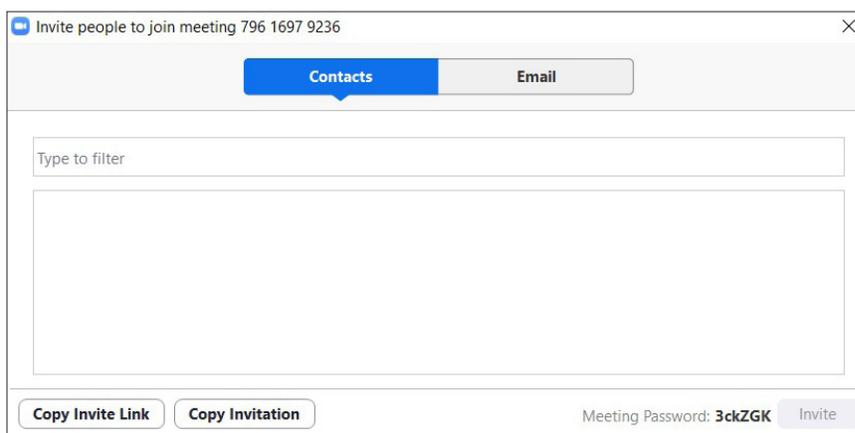
STEP #5:

- A side bar will appear. On the bottom of this you will see "Invite". Click on this.



STEP #6:

- You will then see “Contacts” or “Email”. If your email provider is listed, click on the name of your email provider. If not, click, “Copy Invitation” at the bottom of the screen.



STEP #7:

- If you clicked on your email provider, choose the people you want to invite and press “send”. Proceed to Step #8.
- If you clicked “Copy Invitation”:
 - Proceed by clicking the small “x” at the top right corner of that box to close the window.
 - Log in to your email account. From here, create a new message. Type the email address of the person you want to invite in the “To” bar. Type “Zoom Meeting” in the “Subject” line.
 - Move your mouse and click on the body of the email to reveal your cursor. There are two ways to paste your Zoom invitation (from Step #6): right click on your mouse and press “Paste” or, on your keyboard, hold down the “Ctrl” key and press the letter “V” to paste the Zoom invitation instructions.
 - Next, in order to ensure the Zoom invitation website link is activated for the person receiving your invitation, it must appear blue before sending your email. For example, <https://us04web.zoom.us/j/72124728080?pwd=d1dmajQ3Uy82VUhQWkQyRld0cm93QT09>. This may appear automatically and you can proceed by pressing “Send” to send your email.
 - If the Zoom invitation website link is not blue, there are three ways to activate the link.
 - Move your mouse and click on the blank space immediately following the link. Your cursor will be revealed. Press the “Enter” key on your keyboard. This will turn the link blue. Or,
 - Highlight the entire “https://...” link by clicking and dragging your cursor over the entire link. Right click your mouse, press “Link”  and then press “OK”. This will turn the link blue. Or,
 - Highlight the entire “https://...” link by clicking and dragging your cursor over the entire link. Locate the link symbol at the bottom of the body of your email or within your email options menu. For example:  Press the symbol. This will turn the link blue.
- Press “Send” to send your email.

STEP #8:

- Go back to Zoom on your desktop and wait for the person you invited to join the visit. They will click the link, and you will see that *"1 person is waiting"*. Move your mouse to the person's name, and the option *"Admit"* will appear. Click *"Admit"*.

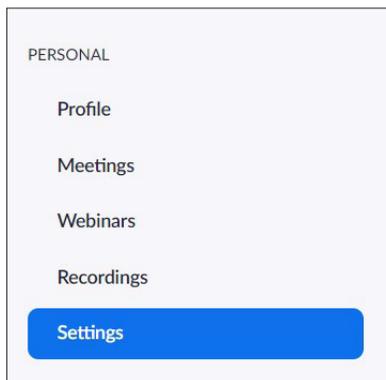
To learn how to add more people into the Zoom visit, see step #9 (optional).

STEP #9: (OPTIONAL)

- If you are hosting a visit with a few people, you can enable the *"Waiting Room"* to increase security.
- To do this, you will need to log in to your Zoom account via a web browser, at www.zoom.us. Once you are logged in, follow these three steps:

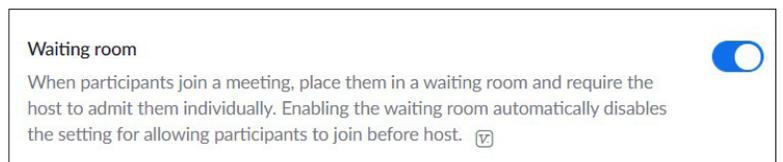
STEP #1:

- On the left side of the screen click on *"Settings"*.



STEP #2:

- Locate or scroll down until you see *"Waiting Room"*. Click the blue tab into the *"on"* position. This will let you control who *"enters"* the visit. This feature will remain saved until you decide to change it in the future.



STEP #3:

- Please refer to page 30 for Zoom time limits on free accounts when you are hosting a visit with more than two devices being used.



Joining a Zoom Visit on Your Laptop or Computer | 4 Steps

As the host of a Zoom visit, you will not need to follow these steps to join a visit as you will be the one initiating or *"starting a new meeting"* from your Zoom account (see pages 17 - 19). We have included the following steps if the care partner or the person living with dementia need help with joining the visit.

STEP #1:

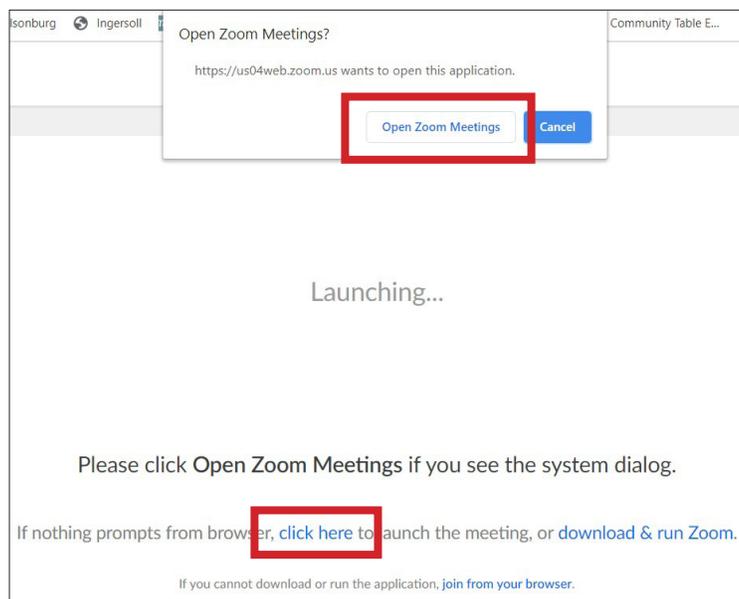
- Use your web browser to log in to your email account or log in through your desktop application.

STEP #2:

- You should receive an email with a subject line that says, *"Please join Zoom meeting in progress"* or another subject line chosen by the person who invited you. Click on the link in the body of the email. Note: If you do not see the email and you are sure the visitor has sent it, please see the **Troubleshooting** information on page 33.

STEP #3:

- You will be brought to a web browser that looks like this:
- Click *"Open Zoom Meetings"* or, if this box doesn't appear for you, click on *"Click Here"*.
- In some cases, this step is bypassed after clicking your link in Step #2; you're taken directly to Step #4.



STEP #4:

- The Zoom meeting/visit should open now. You may be placed in a waiting room until the host of the visit lets you in. You may be asked to *"Join with Computer Audio"* and/or *"Join with Video"* – click *"yes"* or click directly on the request button(s).





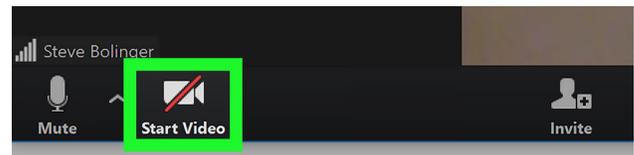
Troubleshooting for Your Laptop or Computer | 7 Steps

STEP #1:

- Make sure that you do not have any other windows open on your laptop or computer during your Zoom visit.

STEP #2:

- Make sure the video icon at the bottom of your screen does not have a red line through it. If it does, this means you have joined the meeting with your video off.

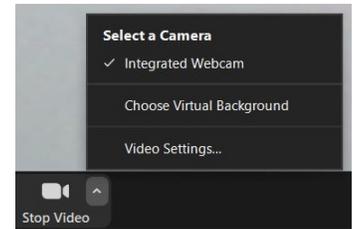


STEP #3:

- To turn your video on, use your mouse to click on "Start Video". You may have to hover the mouse over the screen, first, to make the menu with the camera icon appear across on the bottom left.

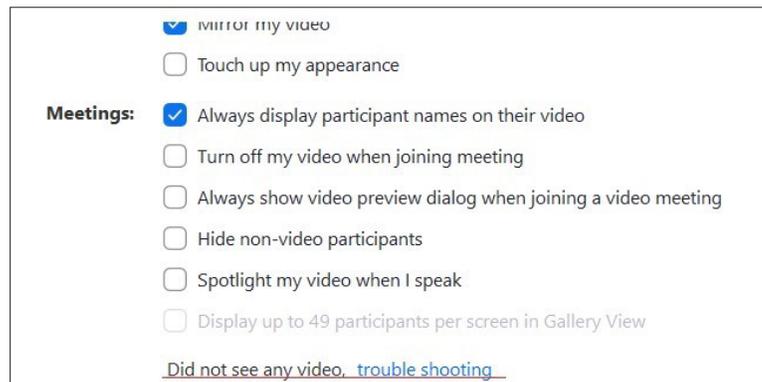
STEP #4:

- Make sure you are connected to the right webcam. To do this, click on the small upward-facing arrow beside the video icon. There will be a check mark beside which camera device Zoom is connected to.



STEP #5:

- For more help, click "Video Settings" then click on "troubleshooting" and follow the instructions.



A screenshot of the Zoom video settings menu. The 'Meetings' section is expanded, showing several options with checkboxes. The 'mirror my video' option is checked. Other options include 'Touch up my appearance', 'Always display participant names on their video', 'Turn off my video when joining meeting', 'Always show video preview dialog when joining a video meeting', 'Hide non-video participants', 'Spotlight my video when I speak', and 'Display up to 49 participants per screen in Gallery View'. At the bottom, there is a link: 'Did not see any video. [trouble shooting](#)'.

- mirror my video
- Touch up my appearance
- Meetings:**
- Always display participant names on their video
- Turn off my video when joining meeting
- Always show video preview dialog when joining a video meeting
- Hide non-video participants
- Spotlight my video when I speak
- Display up to 49 participants per screen in Gallery View

[Did not see any video. trouble shooting](#)

STEP #6:

- Try restarting your computer then re-join the visit.

STEP #7:

- Ask a family member for assistance, if available. If no one is available to help, continue with the Zoom visit using audio only.

If You Accidentally Exit the Zoom Visit & Need to Re-join:

Open the email invitation to Zoom and click the "Join Zoom Meeting" link. Click "Open Zoom Meetings" and you should be taken back to the visit.



Install the Zoom App on Your Smartphone or Tablet | 4 Steps

STEP #1:

- Android: Open the Google Play Store App.
- Apple: Open the App Store.



OR

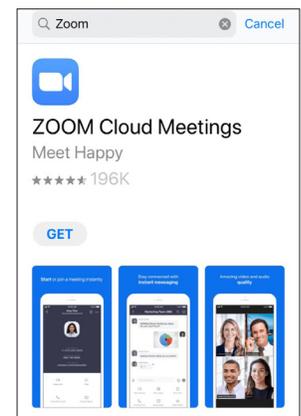


STEP #2:

- Search the store for "Zoom Cloud Meetings".

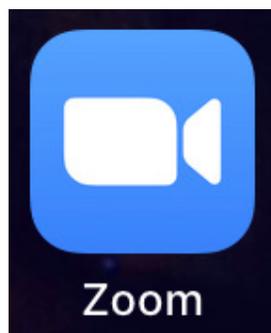
STEP #3:

- Tap on the "ZOOM Cloud Meetings" app icon to view further details about the Zoom app.
- Tap "GET", "Install", or tap the small cloud symbol.
- You may need to allow Zoom permission to access information from other apps. If prompted, enter your Apple ID or Google Account password.



STEP #4:

- After the download is done, tap "Open" or find the app icon on one of your home screens or in the all apps section of your device.

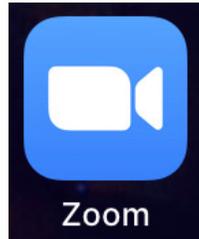




Create a Zoom Account on Your Smartphone or Tablet | 10 Steps

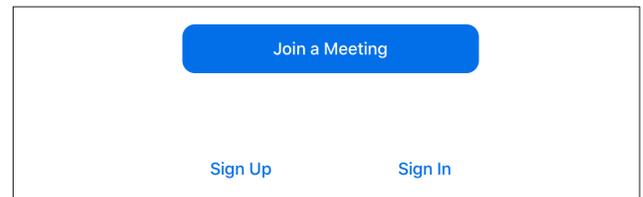
STEP #1:

- Open the Zoom app on your Smartphone or tablet.



STEP #2:

- In the bottom left corner, there will be a button that says "Sign Up". Click this.



STEP #3:

- You will now be asked to enter your birthdate. Please do so by selecting month, day and year from the corresponding drop-down menus. Then click "Confirm".

For verification, please confirm your date of birth

Jul 22, 2020

This data will not be stored

Confirm

April	19	2017
May	20	2018
June	21	2019
July	22	2020
August	23	2021
September	24	2022
October	25	2023

STEP #4:

- You will be asked to enter your email address. Do so and click "Sign Up". A confirmation email will be sent to the email address you entered.

Cancel Sign Up

Email Address

First Name

Last Name

By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#)

Sign Up

STEP #5:

- Open and log in to your email. Select the email from "Zoom". You will see a blue button that says "Activate Account". Click this button.

Welcome to Zoom!

To activate your account please click the button below to verify your email address:

Activate Account

STEP #6:

- You will be asked if you are creating an account on behalf of a school - choose no and click *"Continue"*.

STEP #7:

- Your account has been created using your email address. You will now be asked to enter your first and last name. Note: You can use an initial for your last name if you prefer.

STEP #8:

- You must now create a password. Your Zoom password must be at least 8 characters long and include at least one uppercase letter and one number. Press *"Continue"*.

STEP #9:

- You will then be asked to *"invite colleagues"*. At the bottom, there will be two buttons; choose the button on the right that says, *"Skip this Step"*.



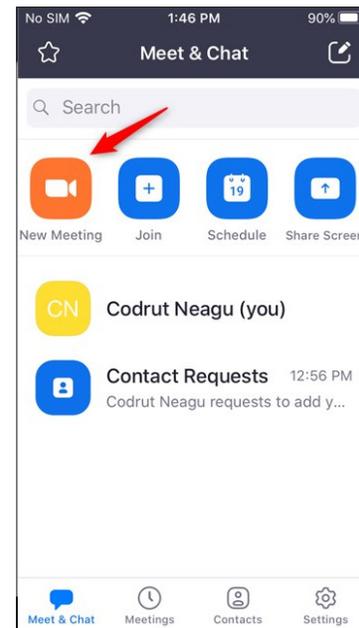
STEP #10:

- You are now logged in to Zoom on your Smartphone or tablet device. **You have successfully activated your new Zoom account!**

Inviting Someone to a Zoom Visit on Your Smartphone or Tablet | 6 Steps

STEP #1:

- Open your newly installed "Zoom" app, click "Sign In" and enter your account information, and click "New Meeting" in the top left.



STEP #2:

- Your screen will now say "Start a Meeting" across the top. On this screen, you will have the option to slide the tab over to start your camera, where it says, "Video On". This will let the person or people you're calling to see you. Then tap "Start a Meeting".

STEP #3:

- You will now see a pop-up requesting access to your device's microphone, camera and storage. Allow Zoom to access these.
- You may also see a pop-up that says "To hear others please join audio." Click "Call Over Internet."

STEP #4:

- You should now see your own face! Click on *"Participants"* in the black bar located on your screen. When the Participant page opens, you can Invite your guests. Click on *"Invite"* at the bottom of the screen.



STEP #5:

- There are a few ways to send an invite and a list of options will appear. For example, if you have your email app installed on your Smartphone or tablet, you can send invites this way. Choose *"Send Email"*. Follow the steps on your Smartphone or tablet to enter the person's email address that you want to invite, and then send your email.
- If you do not have your email app installed, choose *"Copy Invite Link"* and return to the homepage of your Smartphone or tablet to then log in to your email account through your web browser. Once you've logged in to your email account, create a new email message. Tap your finger on the body of the email (the empty space where you write your email to someone) so that your cursor is revealed in that area. Then hold your finger down on the body of the email until you see a task bar. Tap *"Paste"*. You will now see the Zoom invite link appear. Follow the remaining steps on your Smartphone or tablet to enter the person's email address that you want to invite, add a subject line such as *"Zoom invitation"* and send the email.

STEP #6:

- Return to the Zoom app. When your participants join the meeting, there will be a prompt to admit participants. Tap *"Admit"*. You will now see the participant. If you have more than one participant joining the meeting, place your finger on the screen and swipe your finger to the left of the screen to see additional participants.



STEP #7:

- When you are ready to end the visit, tap your screen. The *"End"* button will appear. Tap *"End"*.

Joining a Zoom Visit on the Zoom App on Your Smartphone or Tablet | 6 Steps

As the host of a Zoom visit, you will not need to follow these steps to join a visit as you will be the one initiating or *"starting a new meeting"* from your Zoom account (see pages 26 & 27). Please refer to pages 39 - 42 if the care partner or the person living with dementia need help with joining the visit.



Troubleshooting for Your Smartphone or Tablet | 6 Steps

When using technology during your virtual visit, you may run into some challenges. This section will help you troubleshoot potential technological issues to help fix them quickly.

Find the problem you are experiencing and the device type you are using from the list.

If Your Video or Camera is Not Working and You Cannot See Yourself During the Visit, Using a Smartphone or Tablet:

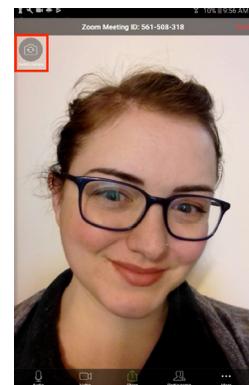
STEP #1:

- Make sure that the video icon at the bottom left of your screen does not have a line through it. If it does, this means you have joined the meeting with your video off.
- To turn your video on, tap the icon. The line will now be gone and you should see yourself.
- **Note: You may need to tap on the screen to make the menu with the camera appear across the bottom.**



STEP #2:

- If your camera is working but it is not showing your face, make sure that the camera on your device is facing you. Tap “Switch Camera” at the top left of your screen (on most devices).



STEP #3:

1. Close all other applications on your device. How to close apps that are open depends on the device you are using. On most mobile devices, this can be done by double tapping the “home” button, and swiping up on all the open apps, or tap the ‘x’ icon in the top right of the app icon.
- **Note: You may need to tap on the screen to reveal the menu bar with the camera icon.**

STEP #4:

- Make sure your device has ‘allowed’ the camera to be used in Zoom.
- **Using an Apple device, follow these instructions:**
 1. Open the device “Settings”.
 2. Locate and tap “Zoom”.
 3. Locate “Camera”.
 4. Turn “Camera” to the “on” position.
 5. If it does not list access to take pictures and videos, uninstall and reinstall the app.

- **Using an Android device, follow these instructions:**

1. Open the device “Settings”.
2. Tap “Apps”.
3. Locate and tap “Zoom”.
4. Tap “Permissions”.
5. Locate “Camera”.
6. Turn “Camera” to the “on” position.
7. If it does not list access to take pictures and videos, uninstall and reinstall the app.

STEP #5:

- Uninstall Zoom and re-install.
- **Using an Apple device, follow these instructions:**
 1. Tap and hold the “Zoom” app on your homepage.
 2. Click “Delete App”.
 3. Click “Delete” again, in red.
 4. Follow instructions on how to install Zoom on your Apple device, located on page 25 of this Guide.

- **Using an Android device, follow these instructions:**

1. Tap and hold the “Zoom” app on your homepage.
2. Tap “App info”.
3. Tap “Uninstall”.
4. Tap “OK”.
5. Follow instructions on how to install Zoom on your Android device, located on page 25 of this Guide.

STEP #6:

- Try shutting your device off then turning it on again.

If You Accidentally Exit the Zoom Visit & Need to Re-join:

Open your email app and click on the “Join Zoom Meeting” link in your email invitation. Alternatively, close, and re-open the Zoom app. Re-enter the Meeting ID number into the search bar, and click the blue button that says, “Join Meeting”.



Zoom Functions & How-Tos

Zoom Time Limits:

-  Free trial accounts created on Zoom allow for unlimited time if there are only two people on the Zoom visit. If multiple participants, using more than two devices, would like to have visits, a free Zoom account will allow for 40 minutes free. If you wish to have multiple participants on a visit for longer than 40 minutes, paid accounts are available for \$20 a month (as of July 2020).

How to Use “Mute”:

-  1. Locate your microphone icon. It may also appear with the word “Mute” beneath it. If you click on this, there will be a line through the microphone. You are now muted.
-  2. If you need to mute someone else, click on the “participants” icon on the bottom-middle of your screen. Then, click on the participant’s name, and click “Mute”. They will now be muted.

Note: Even if you mute someone, they can still un-mute themselves.

How to Share Your Screen:

STEP #1:

Laptop or Computer

1. The “Share Screen” feature on Zoom can be used when you want the person living with dementia to be able to see your screen for an activity (ie: watching a video, sharing a website featured in the Virtual Visiting Program Plans, or showing photos). At the bottom of the screen there is a green icon that says “Share Screen”; select this. You will see all other “screens” you have open on your laptop or computer. Choose the one you would like to share.



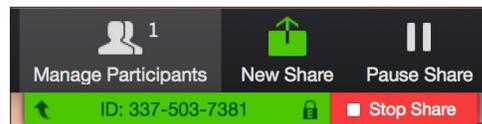
STEP #2:

- In the bottom left, when you are selecting which “screen” to share, click the checkbox that says “Share Computer Sound”. To continue, click the button that says “Share”, “Share Screen” or “Share Content”.

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

STEP #3:

- When you share your screen, you should still be able to see each other in smaller frames to the side of the shared screen. When you finish your activity, make sure to stop sharing your screen by clicking on the “*Stop Share*” button to return to your original settings.
- Practice sharing your screen with a friend before your first visit with the person living with dementia. This will help to build your confidence.



How to Share Your Screen:

Smartphone or Tablet

STEP #1:

- The “*Share*” feature on Zoom can be used when you want the person living with dementia to be able to see your screen for an activity (ie: watching a video, sharing a website featured in the Virtual Visiting Program Plans, or showing photos).
- Tap your screen to reveal the black menu bar. Tap the green “*Share Content*” or “*Share*” icon. A list of options will appear.

STEP #2:

- To share photos, choose “*Photos*”.
- **For Apple users**, select the photo(s) from your Smartphone or tablet you would like to share by tapping on the checkmarks located on each photo. Choose “*Done*”. The photo(s) will now be visible to the person living with dementia.
- **For Android users**, select the photo(s) from your Smartphone or tablet you would like to share by tapping on the photo. The photo(s) will now be visible to the person living with dementia.
- **When you finish your activity**, you may need to tap your screen or swipe your finger down on your screen to make the black menu bar visible. Tap the red “*Stop Share*” button to stop sharing your screen and return to your original settings.
- To share a website, choose “*Website URL*”. Enter the website address listed in the Virtual Visiting Program Plan you’ve chosen. Tap “*Share*”. When you finish your activity, you may need to tap your screen or swipe your finger down on your screen to make the black menu bar visible. Tap the red “*Stop Share*” button to stop sharing your screen and return to your original settings.
- Practice sharing your screen with a friend before your first visit with the person living with dementia. This will help to build your confidence.

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

How to Adjust the Volume:

1. If you are using a laptop or computer, you will have a speaker icon in the bottom right of your computer screen, not on the Zoom screen itself. You can use the speaker icon to change the volume.
2. If you have a newer laptop, you may be able to adjust the volume on your keyboard (this will depend on the model).
3. If you are using a Smartphone or tablet, your volume will be controlled by the device's volume settings. These controls are usually located on the side of the device and can be used to increase or decrease volume. Familiarize yourself with volume settings to get comfortable before the visit begins.

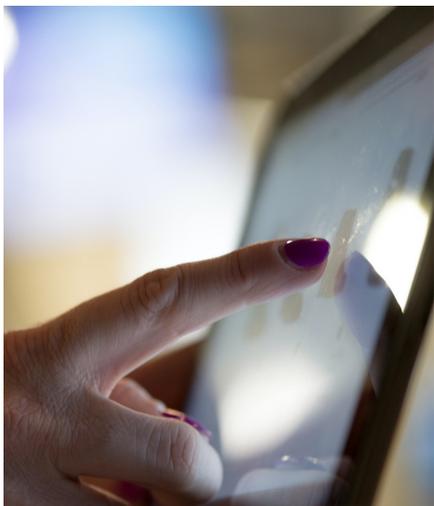
How to End a Zoom Visit (as the Host):

1. When the visit is winding down you will need to end your time together. Once you have finished your visit, click or tap on the red button labeled "End". Note: if using a touch screen, you may need to tap on the screen to reveal the menu bar.
2. You can also end the visit by exiting the Zoom window. You will then be asked if you want to "End the Meeting for all". If you are ready, click on this command to end the meeting.

How to Leave a Zoom Visit (as a Participant):

We have included this information for you as the host in the event you need to assist the person living with dementia to leave the Zoom visit.

1. Locate the red "Leave" button. Note: if using a touch screen, you may need to tap on the screen to reveal the menu bar. Click or tap on the "Leave" button to exit the meeting.
2. You can also close the Zoom program; this will automatically remove you from the meeting.





Additional Troubleshooting

If Camera Quality is Poor or Confusing to the Person Living with Dementia:

-  1. If you have tried the other tips for using your video, you could try purchasing an external camera to improve picture quality.
-  2. The higher quality of the camera, the better quality of the video. A high quality video can help make your visit seem as if you are *"in the same room"* with the person you are calling. External cameras can be purchased at most electronic stores. If you are having challenges installing the external camera, ask a family member who has more technical experience to assist you.

If the Care Partner or the Person Living with Dementia Cannot Find the Zoom Link in Their Email:

Please ask the care partner or person living with dementia if they use Gmail, Outlook or Yahoo for their email. Follow the prompts below.

If you use Gmail:

- 1) Select *"More"*
- 2) Select *"Spam"*
- 3) Search for no-reply@zoom.us

Note: For Gmail you can also search all mail folders, by selecting *"All Mail"* under *"More"* then searching for *"no-reply@zoom.us"*.

If you use Outlook:

- 1) Select *"Junk Mail"*
- 2) Search for no-reply@zoom.us

If you use Yahoo:

- 1) Select *"Spam"*
- 2) Search for no-reply@zoom.us

If the care partner or person living with dementia is not able to find the email, resend the invitation and if this does not work, you will need to contact Zoom.



If You Are Experiencing Bad Sound Quality on Zoom:

-  1. If you are using a laptop or computer and already have Zoom installed, make sure to test your audio before you join a Zoom visit. Test your audio by going to <https://zoom.us/test> and join a 'mock meeting' and follow the instructions.
-  2. If there is echoing, make sure you are not connected to audio through both a laptop/computer AND a telephone. Choose one.
-  3. Sometimes there are issues if you are using external speakers. If possible, use headphones, and ask other participants to do the same.
-  4. If the person's voice does not seem to be matching the timing of their mouth moving, this could be an internet connection issue. Try closing any background browsers or apps and if that does not help, call the care partner and ask them to do the same.

If Zoom Keeps Crashing, Freezing, or Glitching in Any Way:

-  1. Understanding the cause of the issue: frequent crashes or bad quality in Zoom is usually not the result of Zoom itself. This usually means there are connectivity issues with your internet, or the internet of the person who you are visiting with.
-  2. Refer to Boosting Your Internet Speed (Where Possible) Before Your Virtual Visit on page 12.
-  3. Turning off the video feature and using only audio will reduce the bandwidth needed for Zoom and may improve the connection for the visit.
-  4. Try watching this short video: <https://bit.ly/2BqJeXO> for more solutions to make sure you are getting the most out of your Wi-Fi.

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If Your Internet Stops Working:

-  1. If you are using Wi-Fi, try to reconnect to the network using the "Wi-Fi" settings located in the bottom left of your computer screen.
-  2. If you can, connect with wired internet. This is the ethernet cable that can be plugged into some older laptops; if you are using a tablet or phone, this will not be an option.
-  3. If you are using a Smartphone or tablet, move closer to the router to increase internet strength.
-  4. If none of this has worked, try to restart your router and/or your computer.
-  5. If you have tried all the steps mentioned above and are still having problems, you will need to call your internet provider for more support.



Helping the Person Living With Dementia With Technology Challenges:

-  1. Talk with the care partner before your visit to see what they feel would be the best way to fix minor technology issues. Ask whether the person living with dementia might be comfortable fixing simple issues, with your help, or if the care partner's help will be needed.
-  2. If you have technical difficulties during your visit, you understand what the problem may be and the care partner has indicated the person living with dementia is able to fix simple issues, provide simple step-by-step instructions using short simple sentences for the person to follow.
-  3. Ask the care partner to have their home or cell phone with them in case their help is needed to help with technical problems.
-  4. Visitors should involve the care partner if the person living with dementia becomes upset or confused by technology issues. Try to redirect the person living with dementia to another activity or topic of conversation. Continue with the visit, if possible (e.g. if you have tried everything to start the video camera, but it still will not work, keep going using the audio-only).

If None of These Troubleshooting Suggestions Are Working for You:

-  1. If the person living with dementia is struggling with the technology or is confused to a point where continuing the video visit will no longer be in their best interest, or if you as a volunteer cannot easily solve the technological issues, tell the care partner or person living with dementia how to end the visit and let them know you will call them on their telephone in one minute.
-  2. Try continuing the visit with a phone call. If you sense the phone visit is not a positive experience for the person living with dementia, try visiting them on another day.



Phone Visit Technology Tips

- 1. Ensure proper volume.** Ensure your volume is set to easily hear the conversation.
- 2. Landline phones provide better quality sound.** A landline phone is often preferred over a Smartphone for best sound quality. If you are using a Smartphone for your phone visit, ensure you are sitting in an area of your home that will give you the best reception.
- 3. Refrain from using the “speaker”.** If using a Smartphone or wireless phone, refrain from using the “*speaker*” setting for optimal sound quality for the person you are visiting with.
- 4. Use of headphones.** Using headphones can help to maintain the level of volume and clarity of your voice for the person you are visiting while allowing you greater comfort.
- 5. Check throughout the visit for volume and clarity.** During your visit, ask the person living with dementia if they can hear you clearly. If they are having a hard time hearing or understanding you, make sure your mouth is close to the speaker and/or ask if they have their hearing aids on (if applicable). If there are still challenges, tell the person you will call them back in a couple of minutes after you try to fix the problem. Call the care partner to ask if they can look in on the person living with dementia to ensure the volume has been turned up, hearing aids are present (if applicable) and that the phone speaker has not been obstructed in any way.
- 6. Use of hearing aids.** If you or the person living with dementia uses hearing aids, some hearing aids come with a programmed setting especially for the telephone. Most landline and Smartphones are compatible for hearing aids. Holding a phone directly over a hearing aid which fits within the ear will ensure adequate amplification. For a hearing aid whose microphone is located above or behind the ear, holding a phone directly over the hearing aid microphone will also ensure adequate amplification.



For the Care Partner: Tips for Using Technology

This section of the Virtual Visiting Guide is a guide to technology, including technological requirements, tips, and troubleshooting. The following instructions are simple, user-friendly, and inclusive, so care partners who are new to using technology can follow along.

If you have difficulties with the instructions, ask a family member for help or call your local Alzheimer Society.

Getting Ready for a Successful Virtual Visit:

1. Make sure your technology is ready.

- Make sure that the device the person with dementia will be using is fully charged before the virtual visit. It could also be plugged in for charging during the visit, as long as it does not effect the person's positioning or their view of the device screen.
- Make sure that the microphone and speakers are not blocked during the visit. If the person with dementia will be using a computer or laptop, make sure there is nothing nearby that is touching the technology. If they will be using a Smartphone or tablet, make sure that they are not holding their hand(s) over the speakers. Check that the device is not resting with the speakers against the surface you have placed it on.
- A hands-free option is best so the person living with dementia can fully participate in the activities during the visit. In the case of the Smartphone or tablet, this may require ensuring the device is securely propped up.
- Ensure the volume is set properly on your telephone, computer, laptop, Smartphone or tablet.
- For a phone visit, the reception is often best when using a landline. If you are using a Smartphone for a phone visit, ensure the person living with dementia is sitting in a location in your home where the reception is very good.
- If the person living with dementia uses hearing aids, some hearing aids come with a programmed setting especially for the telephone. Most landline and Smartphones are compatible for hearing aids. Holding a phone directly over a hearing aid which fits within the ear will ensure adequate amplification. For a hearing aid whose microphone is located above or behind the ear, holding a phone directly over the hearing aid microphone will also ensure adequate amplification.
- Choose a meeting space that is closer to your internet router for the best speed for a video visit. This should reduce the amount of interference and freezing during the visit.
- Make sure all other apps or tabs are closed on your device screen before the visit.



**For the Care Partner: Tips
for Using Technology**
Pages 37 - 43

2. Using headphones.

- For a phone visit, the use of headphones is preferable to using the hands-free option of the "speaker". Using the "speaker" option on a phone can negatively impact the quality of volume and clarity of what the person is saying.
- Consider having the person living with dementia use headphones during their phone call/ video visit if you think this won't be too distracting for them. Headphones can help to hear better online and over the phone. Headphones with built-in microphones can also make the words you are saying clearer. Headphones that go on the ears (called on-ear or over-ear headphones) may be more comfortable than earbuds that go inside the ear, as they are softer and easier to wear.
- To plug in the headphones, find the headphone jack on your device. Your device may prompt you to describe what you have plugged in. Select the option that says "headphones".
- If you do not have headphones, think about buying a pair from Wal-Mart, Staples, Best Buy, The Source, or another electronic store. Headphones can range from \$10 - \$200 depending on quality, function, and brand.

IMPORTANT: A Note on Internet Privacy and Security

It is important for you and the person living with dementia to be informed on internet privacy and security. Internet security is an important issue, and even though your virtual visits may not be about sensitive or private information, it is still important to be aware of the possible limitations to online meetings.

Zoom is an online platform that helps securely connect people when they cannot be with each other physically. We believe privacy measures put in place by Zoom will protect your privacy, but we also encourage you to think about the added safety measure of using secure Wi-Fi and being aware of your surroundings.

To read more about Zoom's privacy and security settings, please click here: <https://bit.ly/3iphV0x>. You can also view a recent letter from Zoom's top executives sent in August 2020 here: <https://bit.ly/2YScHCz>.



Joining a Zoom Visit on Your Laptop or Computer | 4 Steps

STEP #1:

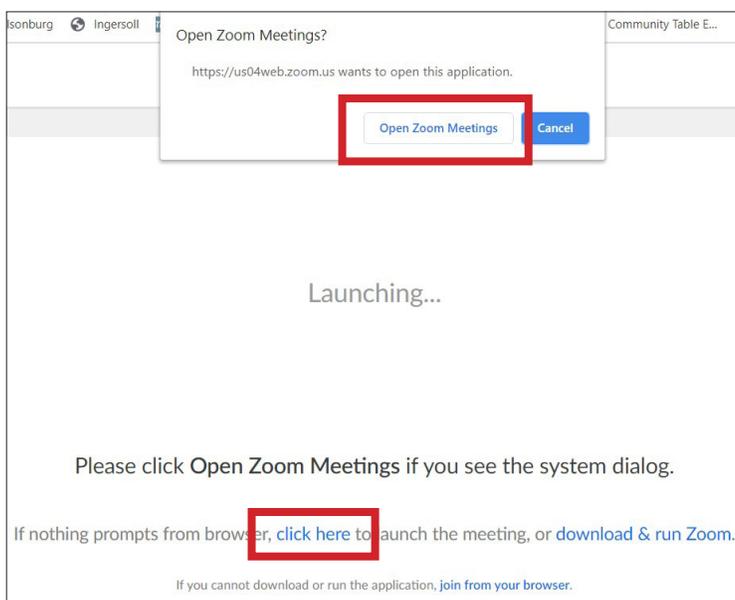
- Use your web browser to log in to your email account or log in through your desktop application.

STEP #2:

- You should receive an email with a subject line that says, *"Please join Zoom meeting in progress"* or another subject line chosen by the person who invited you. Click on the link in the body of the email. Note: If you do not see the email and you are sure the visitor has sent it, please see the **Troubleshooting** information on page 33.

STEP #3:

- You will be brought to a web browser that looks like this:
- Click *"Open Zoom Meetings"* or, if this box doesn't appear for you, click on *"Click Here"*.
- In some cases, this step is bypassed after clicking your link in Step #2; you're taken directly to Step #4.



STEP #4:

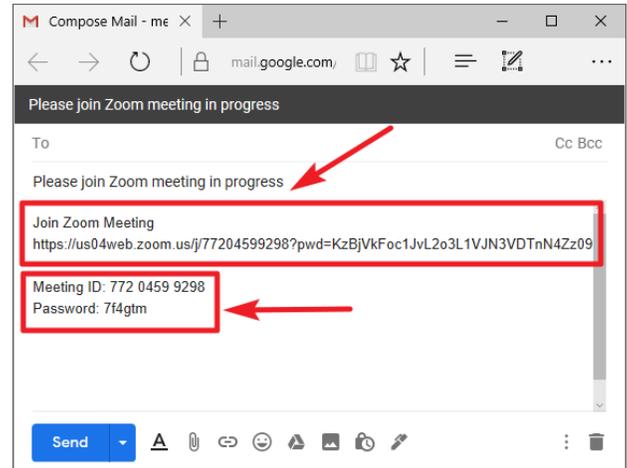
- The Zoom meeting/visit should open now. You may be placed in a waiting room until the host of the visit lets you in. You may be asked to *"Join with Computer Audio"* and/or *"Join with Video"* – click *"yes"* or click directly on the request button(s).



Joining a Zoom Visit on Your Smartphone or Tablet | 11 Steps

STEP #1:

- Log in to your email account. You should receive an email with a subject line that says *"Please join Zoom meeting in progress"* or another subject line chosen by the person who invited you. Open the email invitation. (If you do not see an email check your *"Junk"* or *"Spam"* folder).
- Write on a piece of paper the *"Meeting ID"* and *"Password/Passcode"* that are included in the invitation.
- Tap on the *"Join Zoom Meeting"* website link included in the invitation.



STEP #2:

- A new page will appear prompting you to *"Download from Google Play"* (Android), *"Download from App Store"* (Apple) or *"Launch Meeting"*. *"Launch Meeting"* is only to be selected if you already have Zoom installed on your phone, otherwise tap *"Download from Google Play"* (Android) or *"Download from App Store"* (Apple) as a first time user.

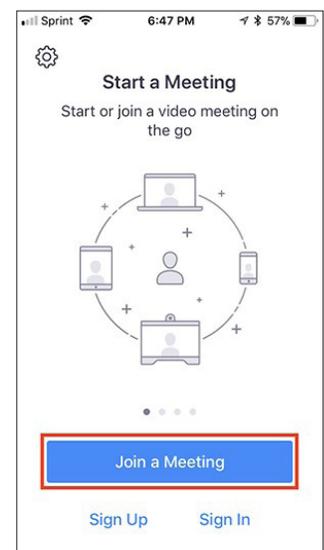
STEP #3:

- The *"Zoom Cloud Meetings"* App will appear. Tap *"GET"* or *"Install"*.
- Once the install is complete, tap *"Open"*. Zoom is now installed for future meetings. Step #2 and Step #3 will not apply for future meetings when you join.



STEP #4:

- The *"Start a Meeting"* page will appear. Tap *"Join a Meeting"*.

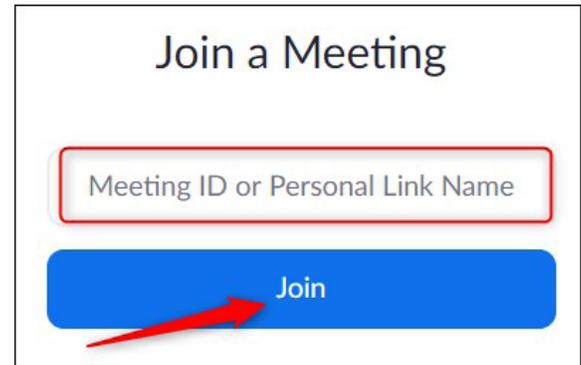




Joining a Zoom Visit on Your Smartphone or Tablet | 11 Steps (Continued)

STEP #5:

- Enter the "Meeting ID" number that was included in the invitation email you received.
- Tap the button that says "Join" or "Join Meeting" to be connected to the meeting.



STEP #6:

- Enter the "Passcode" or "Password" that was included in the invitation email you received. Tap "OK" or "Continue".

STEP #7:

- Zoom will ask permission to access your camera, record, or allow video and microphone. Select "OK", "Got it" or "Allow" to ensure you can be seen and heard during the meeting.

STEP #8:

- Tap "Join with Video".

STEP #9:

- The meeting/visit should now be open. You may be placed in a "waiting room" until the host of the visit lets you in. Once the host lets you in, you will be able to start your conversations together.



Joining a Zoom Visit on Your Smartphone or Tablet | 11 Steps (Continued)

STEP #10:

- To ensure you can hear each other,
- Apple users will receive a prompt - tap *"Call Over Internet"*.
- Android users - tap *"Join Audio"* in the bottom left corner. Tap *"Call Over Internet"*. Tap *"Allow"*.

STEP #11:

- If you have more than one participant joining the meeting, place your finger on the screen and swipe your finger to the left of the screen to see additional participants.



Laptop or Computer

Smartphone or Tablet

Technology Considerations

Below are some basic technology how-to's and Zoom controls that you should be aware of as a care partner. For trouble shooting suggestions, please see pages 21 & 22 for laptop or computer, pages 28 & 29 for Smartphone or tablet. For advanced tips see pages 30 - 35.

How to Adjust the Volume:

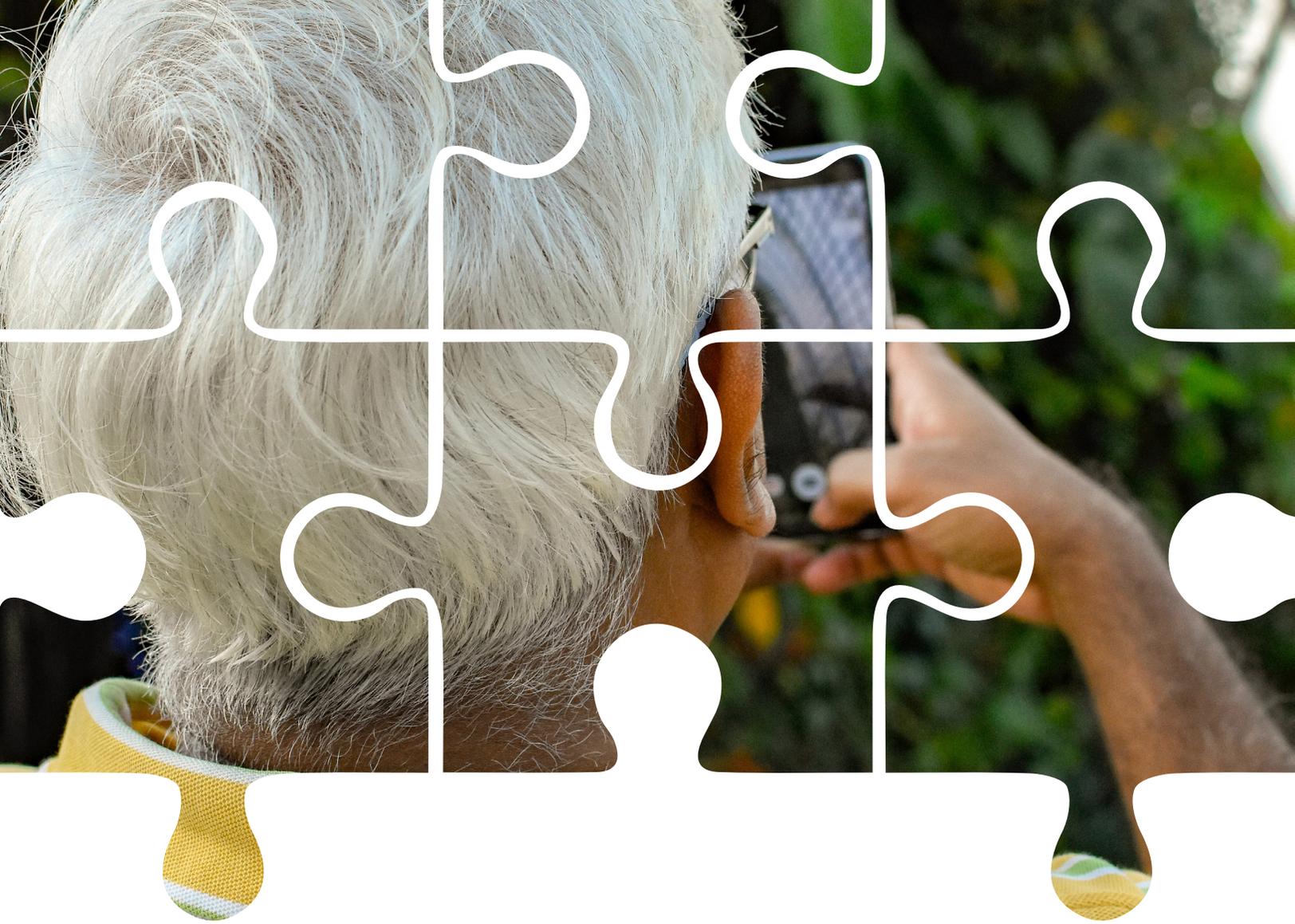
1. If you are using a laptop or computer, you will have a microphone icon in the bottom right of your computer screen, not on the Zoom screen. You can use this to change the volume.
2. If you have a newer laptop, you may be able to adjust the volume on your keyboard itself; this will be dependent on the model.
3. If you are using a Smartphone or tablet, your volume will be controlled by the device's volume settings. The controls are usually found on the side of the device and can be used to increase or decrease volume. Get to know how volume settings work to get comfortable before the visit begins.

How to Leave a Visit (As a Participant):

In the bottom right hand corner of the Zoom screen, you will see a "Leave" button (for a Smartphone or tablet you will need to tap your screen to reveal this). You can click this command to leave the call. You can also exit the Zoom program which will automatically remove you from the visit.

Zoom Time Limits:

Free trial accounts created on Zoom allow for unlimited time if there are only two people on the Zoom visit. If multiple participants, using more than two devices, would like to have visits, a free Zoom account will allow for 40 minutes free. If you wish to have multiple participants on a visit for longer than 40 minutes, paid accounts are available for \$20 a month (as of July 2020).



Virtual Visiting Activities

Virtual visiting is very different from the in-person visits we may be used to. Visiting online is becoming a more popular way to connect with family, friends and people living with dementia, but it can take some getting used to. Doing activities together has always been a great way to connect with a person living with dementia and it can continue to be an important part of a meaningful, virtual visit. This section outlines some helpful things to think about when planning and leading activities for a virtual visit.



Getting to Know the Person Living with Dementia

The first step in having a meaningful visit is getting to know the person living with dementia. It is important to get to know their likes and dislikes, abilities, and history to plan activities that will work for them.

A Family Assessment Form is available in Appendix A pages 64 - 68 to guide your conversation with the person living with dementia and their care partner. Learning more about the person can help you better understand how dementia has affected them as well.



- If you are a volunteer through the Alzheimer Society, a staff person may have completed a Family Assessment Form with the person living with dementia and their family. Talk to Alzheimer Society staff about what information would be helpful for you to know for your virtual visits.



- If you are planning a virtual visit with a family member or friend, fill out as much as you can on the Family Assessment Form found in Appendix A pages 64 - 68. Speak with other family members to gain additional information and details about the person living with dementia. In order to gain further information, give a copy of the Family Assessment Form to the care partner and ask them to complete the full form or complete the areas you are not able to complete or would like further information on.

The "All About Me – A Conversation Starter" is another good resource to keep close by during visits. You can find the resource here: <https://bit.ly/3fg3uK3>



Tips for a Successful Virtual Visit

Before the Visit - Working With the Care Partner and the Person Living With Dementia:

1. **Timing.** Ask the care partner what time is best for the person living with dementia. Learning if morning or afternoon is best for your visit will make your time together more successful.
2. **Visual and auditory aids.** If the person living with dementia usually wears glasses or hearing aids, make sure they are wearing them at the time of your visit.



For the Care Partner: Activities During the Visit, How You Can Help
Available on Page 61 & 62

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-  3. **Background noise distractions.** Ask the care partner to try to remove any background sounds that could distract or upset the person living with dementia and make it difficult for them to concentrate. Have the care partner turn the radio and TV off and remove pets from the room. Before the visit, remove noise distractions from your own room as well.
-  4. **Visual distractions.** Be sure to remove visual distractions from your room. Choose a plain background to sit in front of for your visits (laptop, computer, Smartphone or tablet) to reduce distractions for the person living with dementia. Ask the care partner to clear any visual distractions from the table or space where the person living with dementia will be sitting during the visit. Clear magazines or dishes to help the person living with dementia focus on the visit and any activities that are planned.
-  5. **Location.** Ask the care partner to choose a spot for the person living with dementia to join the visit where it is comfortable for them to sit for the duration. Will the person need a table for the activities you have planned? If so, is there a table for them to use where they will be sitting or close by?
-  6. **Lighting.** Good lighting is important. Ensure the lighting is in front of you to help the person living with dementia see your facial expressions easily. Talk with the care partner about the importance of lighting. Explain that if the lighting is behind or above the person living with dementia their face will appear shadowed during the Zoom visit.
-  7. **Check in time.** Arrange to call the care partner 30 minutes before your planned time to make sure the person living with dementia will be ready for your virtual visit. Remind the care partner their help may be needed during the visit, especially if there are problems with the technology. Ask them to keep their phone nearby and be ready for you to call when the visit is over.

Guidelines for Choosing an Activity

The next step in planning a meaningful virtual visit is finding an activity that will match the person's abilities and that they will enjoy. The internet has many resources for possible activity ideas, but not all of them will work for a virtual visit. Use the guidelines below to help choose your activities.

-  1. **Choose activities that focus on connecting face to face**, in full screen. This is even more important when you are first getting to know the person living with dementia. Reminiscing activities that focus on talking about things from long ago can be a good way to connect.
-  2. **Choose an activity that both you and the person living with dementia enjoy** and that matches your interests and hobbies with theirs. For example, if you both like playing checkers, consider engaging in an online match together. If you are visiting over the phone and you know you both enjoy singing Anne Murray's songs, ask the person to join you in singing a particular song.

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-  3. **Choose activities to work with the person's current skills and abilities.** Find activities that the person would enjoy and make any changes needed so that the person can be successful at it. For example, if the person was a musician but can not play anymore, find out what songs they used to play and play recordings or videos of those songs for them. Sing or hum along or talk about what they liked about playing that music.
-  4. **Make sure to give enough time for the activity.** Plan extra time for the person living with dementia to understand the directions, follow instructions, and ask questions.
-  5. **Keep activities and directions simple.** The person living with dementia could become overstimulated if there is too much happening on the screen, or too many directions being given at once (or both).
-  6. **Plan at least 3 activities for each visit** but do not feel you have to do all of the activities. The goal of the visit is to enjoy it, not to finish the activities. Take your time and allow space for reflection and conversation. If the first activity moves along quickly or if the person living with dementia is not responding well, the second and/or third activity may help maintain the person's interest.
-  7. **Have a few back-up activities ready** in case the person living with dementia does not enjoy or has trouble with the steps of the planned activities.
-  8. **Make the activity virtual, if possible.** Think about how activities, normally done in person, can be done virtually. For example, put together digital family photos to create an online album to look through together during the virtual visit. Tip: Zoom has a "Share Screen" function that lets you share your screen so the person living with dementia can see what you see (see page 30 & 31). If you are making a phone visit, consider taking a favorite activity of the person living with dementia and have a conversation about that activity (e.g. "When did you learn to play chess? Did you know that chess is played in ... countries around the world? Who do you like to play chess with?")
-  9. **Include a "Good News Gift" as part of each visit.** Find a positive, upbeat story to share with the person living with dementia at the beginning of each visit.
-  10. **Avoid activities that may be negative or inappropriate** (For example, information or images that are racist, violent, political, sexual or discriminatory). When looking for content from the internet for your visit, make sure to look through it yourself before sharing. For example, if looking for a video on YouTube, do not assume by the title the video will be appropriate. Watch the whole video first.
-  11. **Create your own virtual visiting activities,** as you become more comfortable with virtual visiting and the technology. If you are familiar with PowerPoint or Microsoft Word, these programs can be used to create your own activities that match the specific interests of the person you are visiting. Please refer to pages 72 - 74 for an example of a Virtual Visiting Activity Plan.

Making Adjustments and Modifications if Necessary

Virtual visiting may be a new way of visiting for both the person living with dementia and the visitor. Getting to know the person living with dementia before the visit is important but making changes to planned activities is a normal part of virtual visiting, especially as you get to know the person better. After each visit, take time to think about how it went and if any changes would be helpful to make for the next visit. Some examples include:

-  1. **Making changes to support vision or hearing.** Was the person living with dementia able to see what was on the screen or would a bigger font or zooming in on the screen help? Could the person hear you? Talk to the care partner about setting the volume at a higher level on the computer, Smartphone or phone before the visit starts. Headphones may be another good choice to help the person hear more clearly.
-  2. **Removing distractions on the screen.** Close any computer programs you are not using and have the activity ready on the screen, before sharing your screen. Before sharing a website, have a look to see how “*busy*” the website is (e.g. flashing advertisements, videos playing on the side). Too much happening on the screen at once may be confusing for the person living with dementia.
-  3. **Managing content.** Think about whether the activity could be broken down into easier to follow steps (i.e. asking one question at a time, only displaying one picture on the screen at once, copying and pasting photos into a Word document to avoid background distractions).
-  4. **Timing of call.** Virtual visits may be more successful if the person living with dementia is feeling rested, focused and at their best. Ask the care partner what time of day would be best for the person to visit. If the visit cannot happen at the best time for the person, change your plan to make it easier for the person. For example, choose more simple, relaxing activities or have a shorter visit.
-  5. **Preparing before the visit.** Doing extra research for your activities could help to have a more interesting discussion especially if the topic is new to you. For example, if you are showing pictures of celebrities and asking the person living with dementia to name who they are, research some interesting facts about each person and share that information to create more discussion. If you are making a phone visit, knowing more facts about a topic you will talk about will help to stimulate more conversation and fact sharing.
-  6. **Using long-term memories.** Doing activities that use the long-term memory of the person living with dementia, rather than more recent memory, will lead to more conversation and more success for the person. For example, ask the person living with dementia about their first job or their favorite teacher instead of asking them what they had for lunch today.

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-   7. **Planning hands-on activities.** Activities that would normally be done face-to-face but are difficult to do using Zoom (e.g. coloring an adult coloring page, building a simple model, etc.) will mean more planning with the care partner before the visit. Make sure the person living with dementia has everything they need for the activity planned. If possible, drop off the supplies the person will need before your visit. The person may find it difficult to do the activity and follow instructions or demonstrations from you on the screen at the same time. Keep the activity and directions simple, make changes as needed or choose activities and conversations the person living with dementia can follow and participate successfully in. If you are interested in doing activities such as coloring, drawing and other forms of art, making a simple craft, etc., consider investing in a document camera which will show your hands and what you are working on from overhead.
-    8. **Taking a break.** Taking time to rest during the visit can help the person living with dementia to not become overwhelmed. Check in with the person or watch for non-verbal signs (fidgeting, losing focus or in the case of a phone visit, listen for lack of responses, sighs or indications of frustration in their tone or words) that a rest would be helpful. During break times, you could play a music clip the person living with dementia enjoys and ask them to sing along or guess the song title or the musician. Invite them to take a drink of water with you (ask care partners to put a glass of water close by before the visit).
-    9. **Transitioning.** Try not to move from one activity to the next too fast. This can overwhelm or confuse the person living with dementia and make the visit less enjoyable. After you finish one activity, take a break.
-    10. **Changing the length of call.** Shorter visits more often may work better for some people living with dementia. It's important to keep the visit pleasant and make sure the person is not too tired out by a long visit. This will leave the person living with dementia with positive feelings, long after the visit ends.
-    11. **Success may vary.** You may have more success on one day than another. There could be many reasons for this. Try not to take it personally. Keep positive and talk to the care partner after the visit to see how the person living with dementia was, before and after the visit. Keep the feedback of the care partner in mind when planning your next visit.



Creating an Activity Plan

An Activity Plan is a helpful tool you can use to get ready for your virtual visit and help you during the visit. An example of an Activity Plan on pages 51 - 53 outlines the steps of a virtual visit. A Virtual Visiting Activity Plan Template can be found in Appendix B, pages 69 - 71. An example of an Activity Plan for a phone visit can be found on pages 58 - 60. A Phone Visit Activity Plan Template can be found in Appendix C, pages 93 - 95.

-  1. **Choosing a theme.** Think about choosing a theme for your activity plan that includes interests of the person living with dementia. This will help guide which activities you choose. The Activity Plan on the next two pages is a music theme. The first activity is a music trivia game from the era and type of music the person living with dementia likes. The next activity is a game of *"Name That Tune"*. The Activity Plan for a phone visit on pages 58 - 60 have a Reminiscing Theme.
-  2. **Examples of Activity Plan themes.** Additional Activity Plans with themes of gardening, sports, family, upcoming holidays or events, travel, word games and great inventors can be found in Appendix B for visits using a laptop, computer, Smartphone or tablet on pages 72 - 92.
-  3. **Phone Activity Plans.** Find examples in Appendix C on pages 96 - 100.
-  4. **Creating your own.** Try using one of these Activity Plans if it matches the interests of the person living with dementia or have fun creating your own.





Virtual Visiting Program Plan | Music Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. As a suggestion, consider saying, *"It's a beautiful sunny day, what do you like to do on days like this?"*

Share a *"Good News Gift"*: Share some of the highlights of the article and the musical clip(s) about a father who sings with his young daughter <https://bit.ly/3fefjAD>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 10 to 15 minutes

Name of Activity: Name that Tune

Resources: Have a few songs ready to play that the person living with dementia enjoys.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Play the song for the person living with dementia and encourage them to guess the song title or artist. You can give hints if needed.
- Once they have guessed the song, ask what they like about the group or what memory comes to mind when they hear the song.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Music Theme (Continued)

Activity 2

Length: 10 to 15 minutes

Name of Activity: Music Quiz

Resources: Use Google to find a music trivia quiz that aligns with the genre or era of music the person living with dementia enjoys.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Read each question and give the person living with dementia time to respond. If it is clear they do not know the answer and need help, give them another clue, or give the first few words of the answer. Consider playing a clip of music to go with each question to help the person guess the song title, show or name of musical artist.

POPULAR MUSIC TRIVIA QUIZ

1. What 70's band sang 'That's the Way' and 'Get Down Tonight'? **Answer: KC and the Sunshine Band**
2. David Cassidy starred as a singer in which American sitcom? **Answer: The Partridge Family**
3. The Tartan Teenagers from Edinburgh became famous in what 1970's band? **Answer: Bay City Rollers**
4. 'Bridge Over Troubled Water' was the title of the final album from which musical duo? **Answer: Simon Garfunkel**
5. Which duo had a UK hit with 'Tie a Yellow Ribbon 'round the Old Oak Tree'? **Answer: Tony Orlando and Dawn**
6. In which year did these three things occur: Rush released their debut album, Bob Dylan toured for the first time since 1966, and Mick Jagger left the Rolling Stones? **Answer: 1974**
7. Chuck Berry's only UK number one begins: 'When I was a little bitty boy / My grandmother bought me a cute little toy'. What was its title? **Answer: My Ding-a-Ling**
8. Complete the title of this 1968 hit for The Foundations: "**Build me up...**" **Answer: Buttercup**
9. Who was the lead singer on the Monkees hit Daydream Believer? **Answer: Davy Jones**
10. Penny Lane by the Beatles refers to a real person: True or False? **Answer: False (it is a street in Liverpool)**



Virtual Visiting Program Plan | Music Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 3

Length: 15 minutes

Name of Activity: Name That Musician

Resources: Name That Musician PowerPoint Presentation <https://bit.ly/32rjkOI>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Show the PowerPoint Presentation "Name That Musician".
- Go through the slides one at a time and ask questions about the photos. For example: "Who is that?", "Do you like their music?", "Did you ever see them in concert?"

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, "Visiting with you is the best part of my day. Thank you for chatting with me." If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, "Look at the time. I had better go make lunch." Avoid using the word, "goodbye" and finish instead with, "see you soon."

Send an email reminder and Zoom invite two days prior to the next virtual visit.



More Virtual Activity Plans
Appendix B, Pages 72 - 92

Possible Outcomes of Virtual Visiting

If the Person Living with Dementia is Not Responding Well:

-  1. **Try a different activity.** If the activity you planned is not working very well, the person living with dementia may lose interest and start looking for their care partner. Try moving into a different activity to see how the person responds.
-  2. **Find out if there are any distractions.** Does the person living with dementia need to use the washroom? Are they thirsty, hungry, or uncomfortable where they are sitting? Is there another distraction (phone ringing, dog barking)? Is the video distracting them, and would it be better to turn it off and just chat?
-  3. **Involve the care partner.** If you cannot get the care partner's attention on screen and need their help, call their phone number to ask them for help.
-  4. **Take a break.** Pause or stop the activity early and check in with the person. Have some light conversation and watch the person's verbal and non-verbal communication to see if they become more engaged. If so, ask if they would like to do another activity together, or if they want to keep chatting. Some people living with dementia may like less structured visits and enjoy just chatting with you. Having some "*conversation starters*" ready before each visit can be helpful if the person is not responding well to the planned activities but is enjoying the conversation.
-  5. **End the visit early.** If the person is having a difficult time and does not respond to any of the suggestions above, think about ending the visit early. This will prevent the person from becoming upset and make sure the virtual visit experience stays positive.
-  6. **Reflect.** Take time after the visit to think about why the person may not have been engaged. Talk to the care partner to see what they think. You can also talk to an Alzheimer Society staff member to get their ideas. Make any changes you think will help and try again next time. Don't give up. Remain positive, don't take it personally and remind yourself that what didn't work today may work next time.

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

The Person Living With Dementia Does Not Want to End the Visit:

-  1. **Develop a routine.** If possible, plan your visit for the same time on the same day to help make it a routine. Before the visit, ask the care partner to make sure they come back to join the person living with dementia at the planned end time for the visit. They can redirect or distract the person if they do not want to leave the visit. Remind the person living with dementia of the date of (or the number of days until) your next visit.

The Person Living With Dementia Seems Frustrated:

-  1. **Apologize.** It does not matter if you understand what has made them frustrated, but if it seems directed at you, tell them you are sorry. Consider saying, *"I'm not sure what happened, but I'm so sorry. Can we try again?"*
-  2. **Validate their feelings.** Consider saying, *"You're right to be frustrated. I would be upset too."*

Further Support for the Person Living With Dementia:

-  1. **Find more helpful suggestions.** If the person is repeating stories or becoming upset during the virtual visit, look at the Troubleshooting tips in the Communication section of the Guide on pages 7 & 8.



Resources to Assist You

Resources:

The resources below can help you to create your Activity Plan for a virtual visit. Use this resource list to find activity ideas, or suggestions of websites to help plan activities of your own. The *"Guidelines for Choosing an Activity"* on pages 46 & 47 will help when searching websites for activities and when thinking about changes that may be needed to make an activity work better for a virtual visit and for the person living with dementia.

Resources: The following resources can help you create your Activity Plan for a virtual visit. Use this resource list to help you find activity ideas and suggestions.

-  1. Alzheimer Society of Oxford website has activity ideas and downloadable, virtual visiting activities available. Revisit this website often for up-to-date activity options: www.alzheimer.ca/oxford

TOGETHER APART: A GUIDE TO VISITING FROM A DISTANCE

Search Engines:

 Use search engines (like Google) to do specific searches to find activities related to the interests of the person living with dementia you are visiting. For example, if the person grew up in Kingston, Ontario, you could search “*Pictures of Kingston, Ontario 1950s*” and copy and paste the pictures into a Word Document you could share on your screen to view together. If the person likes to fish, you could search YouTube to find some fishing videos of a big catch or search for reminiscing activities about fishing. Search engines also have image and video search options that are helpful.

Google – www.google.ca **Yahoo** – www.yahoo.ca

YouTube (popular website for finding videos) – www.youtube.com

Activity Websites:

As you use search engines to find creative activity ideas, you may find some “*favorites*” that you would like to go back to. Make a note of helpful websites or bookmark them in your browser. Examples may include:

-  1. Find “*Good News Stories*” to share with the person living with dementia: <https://www.goodnewsnetwork.org/tag/canada/>.
-  2. Create a word-search, puzzle or word game: <https://bit.ly/2ZYYPBs>
-  3. Find quotes from famous people, or quotes related to a variety of topics, that you can discuss with the person living with dementia: <https://bit.ly/2ZdX5JP>
-  4. Find popular Reader’s Digest jokes to share with the person living with dementia, or browse the website for other stories to share: <https://bit.ly/2Ck8vD3>

Resources for Phone Visits (Also Suitable for Virtual Visits):

-  1. This website has a variety of conversation topics that you can use to generate discussion with the person living with dementia: <https://bit.ly/321UnsO>
-  2. Play a game of “*Would You Rather*” using some of these questions: <https://bit.ly/31ZdHHd>
-  3. Use trivia websites to search for questions related to the person living with dementia’s interests and do some phone trivia. Example: <https://bit.ly/2O8smYp>
-  4. Find popular proverbs and play a game of “*Finish That Sentence*” with the proverbs; discuss what each proverb means: <https://bit.ly/2O7LHJ4>
-  5. Try playing a music clip over the phone to see if the person can hear the music clearly, if they can, use YouTube (listed above) to play music clips in a game of telephone “*Name That Tune*”.

Adapting Activities for Phone Visits

You can choose ideas or themes from any of the existing virtual activity plans and adapt them for a phone visit. Phone visits will focus primarily on conversation, so the main adaptation to consider is how to change the existing virtual activity into a meaningful conversation with the person living with dementia.

If the theme of the virtual activity plan matches the person living with dementia's interests, check the resources to see if the information it provides can be discussed over the phone. For example, share a story from a gardening blog, talk about a famous moment in sports history that you saw in a video or talk about St. Patrick's Day and sing popular songs together. You can also be creative and create your own themes and activities for phone visits.

The Communication section of this Guide is very helpful to review for other tips on adapting activities for a phone visit. Some helpful tips:

1. **Prepare conversation topics beforehand:** Consider conversation starters related to the theme or activity you have chosen. Brainstorm some different questions you could ask or facts you could share about the topic of conversation. Have these handy during the visit.
2. **Use of long-term memory:** Connect activities or themes to their past experiences. For example, if the person living with dementia likes sports and you are talking about their favorite sports team, ask them questions about what sports they played growing up, what positions they played, etc.
3. **Use superlatives:** Use superlatives as a conversation starter about a specific theme. For example, if the person living with dementia likes gardening, ask questions about their favorite flower, the easiest flower to grow, the hardest garden pests to get rid of, etc.



Phone Visit Activity Plan | Reminiscing Theme

Introduction & Welcome:

Introduce yourself and share why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Choose a car story from the Reader's Digest online post entitled, *"Unforgettable Car Stories: Staff Picks"*. <https://bit.ly/38EJ9Mh>

Introduce and briefly discuss the theme and related activities you plan to share during the visit.

Activity 1

Length: 10 minutes

Name of Activity: Your First Car

Resources: Ask the care partner or ask the person living with dementia (at a previous visit) what their first car or favorite car manufacturer was/is and research for related information.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Discuss the person living with dementia's first car. *"What do they remember about the car?"*, *"What was it like, two door, four door, five speed or automatic?"*, *"Where did they go?"*, *"How much was a tank of gas?"*, *"How did they pay for the car?"*
- Share stories of your first car. Where you traveled, what you remember most about your first car.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Phone Visit Activity Plan | Reminiscing Theme (Continued)

Activity 2

Length: 10-15 minutes

Name of Activity: 1960 In The News

Instructions: *"Today we are going to talk about the year 1960, I have researched some of the major events from that decade. I want to share with you some sayings, music and events from the 1960s. Please share with me your experiences and memories from the 1960s."*

Consider using the following questions to stimulate discussion:

"Do you remember saying 'far out' and 'groovy'?"

"Do you remember people wearing mini-skirts and bell-bottoms?"

"Do you remember hippies with tie dye shirts and head bands for long hair?"

In the News

- Lester Pearson's Liberals introduce a new flag for the country, the red maple leaf
- In the US, John Kennedy and Martin Luther King are assassinated
- The Vietnam War sparks many anti-war protests around the world
- Canada celebrates 100 years by hosting a world-wide Expo '67 in Montreal
- Neil Armstrong becomes the first man to step onto the moon in 1969

Arts and Entertainment

- Alice Munro releases "Dance of the Happy Shades"
- "Front Page Challenge" and "The Wayne and Shuster Show" are popular TV shows
- Ben Hur wins the Academy Award for best picture
- McDonald's opens its doors to fast and popular meals
- The Ford Mustang becomes one of the most popular cars of the 1960s

Sports

- Nancy Green wins the first of 14 World Cup skiing awards (and Gold and Silver Olympic medals)
- In Toronto George Chuvalo fought Muhammed Ali all 12 rounds
- Hockey player "Rocket" Richard retires from the Montreal Canadiens
- The Pittsburgh Pirates won the Major League Baseball 1960 season Flames

Prices

- The price of a dozen eggs in 1960: 55 cents
- The price of a stamp: 4 cents
- The price of a gallon of gas in 1960: 31 cents
- The price of a quart of milk: 24 cents



Phone Visit Activity Plan | Reminiscing Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 3

Length: 10 minutes

Name of Activity: Music From the 60s

Resources: Search on Google the list of songs and artists below.

Instructions: Play these songs or parts of the song over the phone:

- Beatles: *"I Want to Hold Your Hand"*
- Sonny and Cher: *"I Got You Babe"*
- Simon & Garfunkel: *"The Sound of Silence"*
- Van Morrison: *"Brown Eyed Girl"*
- The Archies: *"Sugar Sugar"*

Discussion:

1. The number one song to start 1960 was January 4, 1960, Marty Robbin's *"El Paso"*.
2. The number one song for the last 5 weeks of 1960 was: Elvis Presley's *"Are You Lonesome Tonight"*.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*



For the Care Partner: Activities During the Visit, How You Can Help

Before the Visit:

1. **Timing.** Think about what the best time for your family member or friend living with dementia to have a visit is. Are they at their best in the morning or afternoon? Planning the visit for that time of day will make it more successful.
2. **Visual and auditory aids.** If your family member or friend usually wears glasses or hearing aids, make sure they are wearing them at the time of their visit.
3. **Background noise distractions.** Be sure to remove any background sounds (radio and TV off, pets out of the room) that make it harder for your family member or friend to concentrate on the visit.
4. **Visual distractions.** Be sure to clear the table or space where your family member or friend will be sitting of any visual distractions. Clearing magazines or dishes will help them to focus on the planned virtual activity.
5. **Location.** Choose a space in your family member or friend's home where it is quiet and comfortable for them to sit for the whole visit. Ask the visitor if the person will need a table or other items during the virtual visit. If so, have these ready in front of your family member or friend. Have a glass of water nearby on the table.
6. **Lighting.** Talk about lighting with the virtual visitor. Will the visitor be able to see your family member or friend's face? A light behind or above where the person will be sitting may shadow their face. If possible, make sure the lighting is natural (e.g. from a window) and in front of the person's face.
7. **All set?** Make sure that your family member or friend is ready for the visit. Try to avoid interruptions by making sure the person has gone to the bathroom before the visit. Have a glass of water beside them and a sweater close by in case they get cold.
8. **Sharing information.** You may be asked by your volunteer, family member or friend to provide information on interests, travels, hobbies, past work history, topics to avoid, etc. Providing information will be a tremendous help to the visitor in choosing appropriate activities for virtual visits.
9. **Sharing stories.** You will know stories about your family member/friend that could help the visitor choose conversation topics and questions they will ask during the visit to stimulate conversation. Please share stories with the visitor you think will help them plan for and spend time with the person living with dementia.

10. **Sharing photos and other materials.** Your visitor may ask you for pictures they can share during a virtual visit. If the pictures are not digital (that you can send through an email), and if you or a family member has a phone that takes pictures, send the visitor a picture(s) of a picture(s). If you are aware of something that has special meaning to the person living with dementia and that will help to stimulate conversation, tell the visitor about the item, the background of the item and have it ready with the person with dementia at the next visit. Examples of this may be war medals, trophies, pieces of art they have created, a special doll or artifact.

During the Visit:

1. **Remain close by.** For the initial first few virtual visits, remain close by to help with any technical difficulties that may happen. Your family member with dementia may need a bit of support with a particular activity to get started.
2. **A break for you.** The hope is that after the visitor and the person living with dementia become comfortable with virtual visits, you will be able to relax in another close by room to have a chance to rest, read a book, watch a favorite show or simply enjoy a cup of tea on your own.
3. **Be available by phone.** Even after the person with dementia and the visitor have become comfortable with virtual visits, continue to be available by phone in case the visitor needs to reach you to ask for assistance during the visit.

The End of the Visit:

1. **Return to your family member.** At the end of each visit, return to your family member to help in the successful closure of the visit.

After the Visit:

1. **Debrief.** If you find that an activity was not successful for your family member living with dementia, let the visitor know so they can adjust their Activity Plan. If you found your family member living with dementia was restless after the visit or not responding well, speak with the Alzheimer Society staff to brainstorm what may have caused the reaction and to determine if any changes need to be made in the visit (e.g. time of day, length of visit, etc.).
2. **Focus on the positive.** Talk with your family member living with dementia after the visit about the fun they had so they will associate the virtual visits with positive thoughts and enjoyment.



Helpful Resources on Communication

1. Alzheimer Society of Ontario's Shifting Focus: Tips for Communicating with Someone with Dementia <https://bit.ly/2ChuRoA>
2. Alzheimer Society of Ontario's Shifting Focus: Tips for Communicating with Someone with Dementia Video <https://bit.ly/3fpSODO>
3. Alzheimer Society of Ontario: Online learning which includes a 15-minute module on communication <https://bit.ly/2W4hoaC>
4. Alzheimer Society of Canada: Communication Information Sheet <https://bit.ly/3feXjpF>
5. How to talk to someone with dementia on the phone <https://bit.ly/2ZaAfTr>

Family Assessment Form - Virtual Visiting Guide

Personal Information	
Client's Name:	
Preferred Name:	
Current Living Arrangements: <input type="checkbox"/> Alone <input type="checkbox"/> With Partner <input type="checkbox"/> With Family; Specify: _____ <input type="checkbox"/> Retirement Home <input type="checkbox"/> Other:	
Home phone # :	
Date of Birth:	Place of Birth:
Languages spoken: <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other:	

Emergency Contact Information		
Name	Relationship	Phone Number(s)

Personal History
Where was your family member born?
Where did he/she grow up?
Where has he/she lived?
Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Widowed <input type="checkbox"/> Divorced <input type="checkbox"/> Single <input type="checkbox"/> Other: Name of Partner (if applicable):
Children (names, spouses if any, where they live):

Appendix A (Continued) | Helpful Resources on Communication

Grandchildren/Great-grandchildren (names):
What did he/she do for a living?
Any significant awards, achievements or highlight in his/her life? (educational achievements, career highlights, military service, etc.)
Does/did he/she travel? Where?

Interests: Identify the things that this person enjoys/ed. <i>Indicate current and past preferences (C or P)</i>		
Household tasks: <input type="checkbox"/> Cooking <input type="checkbox"/> Laundry <input type="checkbox"/> Cleaning <input type="checkbox"/> Shopping <input type="checkbox"/> Doing dishes <input type="checkbox"/> Decorating home <input type="checkbox"/> Home repairs <input type="checkbox"/> Other:	Culture, Religion & Spirituality Culture/Background _____ _____ _____ Does he/she like to participate in: <input type="checkbox"/> A religious service <input type="checkbox"/> Quiet prayer <input type="checkbox"/> Guided prayer <input type="checkbox"/> Singing hymns <input type="checkbox"/> Other:	Social: <input type="checkbox"/> Visiting family <input type="checkbox"/> Visiting friends <input type="checkbox"/> Entertainment <input type="checkbox"/> Reminiscing: Are there any topics of preference/enjoys most?

Appendix A (Continued) | Helpful Resources on Communication

<p>Leisure Activities</p> <input type="checkbox"/> Travel <input type="checkbox"/> Games <input type="checkbox"/> Sports <input type="checkbox"/> Crafts <input type="checkbox"/> Reading <input type="checkbox"/> Gardening <input type="checkbox"/> Photography <input type="checkbox"/> Genealogy <input type="checkbox"/> Watching movies: What kind?	<p>Games:</p> <input type="checkbox"/> Bridge <input type="checkbox"/> Cribbage <input type="checkbox"/> Scrabble <input type="checkbox"/> Yahtzee <input type="checkbox"/> Crokinole <input type="checkbox"/> Jigsaw Puzzles <input type="checkbox"/> Word Games <input type="checkbox"/> Dominoes <input type="checkbox"/> Other:	<p>Sports/exercise:</p> <input type="checkbox"/> Hockey <input type="checkbox"/> Football <input type="checkbox"/> Soccer <input type="checkbox"/> Volleyball <input type="checkbox"/> Curling <input type="checkbox"/> Croquet <input type="checkbox"/> Horseshoes <input type="checkbox"/> Other:
<p>Music</p> <input type="checkbox"/> Likes to listen to music <input type="checkbox"/> Likes to play music <input type="checkbox"/> Likes to go to concerts What kind of music? <p>What instrument?</p>	<p>Crafts</p> <input type="checkbox"/> Knitting <input type="checkbox"/> Crochet <input type="checkbox"/> Sewing <input type="checkbox"/> Woodworking <input type="checkbox"/> Painting <input type="checkbox"/> Sculpting <input type="checkbox"/> Ceramics <input type="checkbox"/> Other:	<p>Pets</p> Does he/she have a pet now? <p>Did he/she have a family pet?</p>
<p>Reading: What does/did he/she like to read?</p>		
<p>General interests not included elsewhere:</p>		

Cognitive	
<p>Dementia</p> <ul style="list-style-type: none"> <input type="checkbox"/> Alzheimer's disease <input type="checkbox"/> Vascular <input type="checkbox"/> Frontal Lobe <input type="checkbox"/> Lewy Body <input type="checkbox"/> Other: <p>Is person aware of diagnosis:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Orientation to time, place, person:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fully oriented <input type="checkbox"/> Oriented to familiar surroundings <input type="checkbox"/> Needs some orienting <input type="checkbox"/> Needs orienting information most of the time <p>Difficulty Finding Words</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Are there any situations or conversations that create heightened levels of anxiety?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, elaborate:</p> 	
<p>Depression:</p> <ul style="list-style-type: none"> <input type="checkbox"/> None <input type="checkbox"/> Some <input type="checkbox"/> Significant 	<p>Share any details of historical depression and impact on engagement in life and motivation to be involved in activities.</p>
<p>Motivation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Usually wants to be involved in activities <input type="checkbox"/> Sometimes interested <input type="checkbox"/> Sometimes interested but needs encouragement <input type="checkbox"/> Never interested in activities but will observe <input type="checkbox"/> Just wants to be left alone 	
<p>Comments:</p> 	
<p>Communication:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Able to hold conversation <input type="checkbox"/> Some ability to hold a conversation <input type="checkbox"/> Answers yes or no questions only <input type="checkbox"/> Minimal ability to hold a conversation 	<p>Enjoys talking about:</p>

Physical	
Vision	
<input type="checkbox"/> Normal Vision	<input type="checkbox"/> Wears Glasses
<input type="checkbox"/> Vision Loss	<i>Under what circumstances are glasses worn:</i>
Right <input type="checkbox"/> Left <input type="checkbox"/>	<input type="checkbox"/> All the time
	<input type="checkbox"/> Reading
Hearing:	
<input type="checkbox"/> Normal Hearing	
<input type="checkbox"/> Adequate for Conversations	
<input type="checkbox"/> Hearing loss: Right <input type="checkbox"/> Left <input type="checkbox"/>	
<input type="checkbox"/> Hearing aids: Right <input type="checkbox"/> Left <input type="checkbox"/>	
Dominant Hand:	
Right <input type="checkbox"/> Left <input type="checkbox"/>	

What are the particular behaviours demonstrated by the client?		
<input type="checkbox"/> Apathy <input type="checkbox"/> Confusion <input type="checkbox"/> Hallucinations <input type="checkbox"/> Inappropriate Sexual Behaviour <input type="checkbox"/> "Colourful" Language <input type="checkbox"/> Agitation/Restlessness	<input type="checkbox"/> Problems with Decision Making <input type="checkbox"/> Physically Responsive <input type="checkbox"/> Verbally Responsive <input type="checkbox"/> Suspiciousness	<input type="checkbox"/> Difficulty Finding Words <input type="checkbox"/> Repetitive Questions <input type="checkbox"/> Impaired Judgment <input type="checkbox"/> Language Loss
How do you respond to this/these behaviour(s)? (What seems to work?)		
<p>Sometimes people with dementia react poorly to particular groups of people. This is important for us to know in terms of matching. Is there a group you think your family might react poorly to?</p>		

Completed by: _____

Date:

Input of:

Virtual Visiting Activity Plan | Template

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a *"Good News Gift"*: (a positive, upbeat, or inspiring story or video clip to begin the visit).

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):



Virtual Visiting Activity Plan | Template (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 2

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Activity Plan | Template (Continued)

Activity 3

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Family Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": An article about family entitled, *"Thankful for the Little Things"* with a list to discuss. <https://bit.ly/3f9cYH7>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 15 minutes

Name of Activity: Family Photos

Resources: Connect with the care partner beforehand and see if they have any digital photos of the family (current, past, grandchildren, pets) that are very familiar to the person living with dementia they could email you to use for the activity.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Create a mini *"photo album"* via Power Point or Microsoft Word.
- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Go through the photos one at a time and ask questions about the photo. For example: *"Who is this?"*, *"Where was this photo taken?"*, *"How many siblings did you have?"*, *"Were you the oldest, youngest?"*, *"Tell me about..."*

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Family Theme (Continued)

Activity 2

Length: 5-10 minutes

Name of Activity: Funny Baby Videos

Resources: Cute/funny YouTube video (i.e. when one baby makes another baby laugh):
<https://bit.ly/2O8Tg2j>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you have a video you would like to show them and tell them what the video is about. Ask if they would like to watch the video.
- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Ask what funny memories they have from their own childhood, or from raising their children or grandchildren.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Family Theme (Continued)

Activity 3

Length: 5-10 minutes

Name of Activity: Family Themed Jokes

Resources: Dad Jokes <https://bit.ly/3iRKns6>

For more joke options, consider searching the Reader's Digest website <https://www.rd.com/jokes/> (Categories available include Dad Jokes, Mom Jokes, Kids Jokes, Family Jokes, Marriage Jokes etc.)

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you have some jokes that you would like to share with the person living with dementia.
- Read one joke at a time and allow time for laughter and discussion.
- Invite the person living with dementia to share any jokes or funny family memories that this activity brings to mind. Allow time for reminiscing before offering to read another joke.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Sports Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Share the baseball card story entitled, *"Man Wins Bubble Gum Prize 60 Years After Contest"*. <https://nbcnews.to/2ChhLrq>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 10 minutes

Name of Activity: Name That Athlete

Resources: Name That Athlete PowerPoint Presentation <https://bit.ly/395nsFh>

Additional resources you may find helpful are <https://bit.ly/2CoDJso> and <https://bit.ly/2O9B3Sj>
Sports Illustrated website has many great pictures you can access at <https://www.si.com/>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Show a picture of a famous athlete that matches the era, sport, or teams that the person living with dementia was interested in. Only show one picture at a time.
- Allow time for the person living with dementia to guess who the athlete is. Consider providing two multiple choice options of who the athlete is if the person living with dementia is having trouble recalling.
- Research some facts about the athlete beforehand to share with the person living with dementia and generate further discussion.



Virtual Visiting Program Plan | Sports Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 2

Length: 10 minutes

Name of Activity: Famous Sports Highlights

Resources: Videos of famous sports highlights that matches the era, sport, or team that the person living with dementia was interested in. Use YouTube to find videos.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share the screen for the activity and the person will still be able to hear you and will see you in a smaller space on the screen.
- Ask questions about the sport highlights: “*Did you watch that game?*”, “*How did you feel at the time?*”, “*Who were you hoping would win?*”, “*Who was your favorite player?*”
- If playing a video of different highlights, consider showing one or two highlights at a time rather than a long highlight reel. Pause the video for discussion if the person living with dementia looks like they have something to share or to ask questions.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Sports Theme (Continued)

Activity 3

Length: 10 minutes

Name of Activity: Olympics Fun Facts

Resources: 24 Facts About the Olympics <https://bit.ly/2BXNNcc>
Olympic Trivia <https://bit.ly/3eBMqWH>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Share fun facts from resource to start a conversation about the Olympics.
- Ask questions about their own experience with the Olympics: Did they watch the Olympics?, Do they prefer the summer/winter Olympics?, Which sports are their favorite to watch?, Do they have any memorable Olympic moments? Consider using any information they share for a future activity (i.e. if they share a specific Olympic moment, consider trying to find it on YouTube to share with them).
- Stop the activity when you feel the person living with dementia is ready to. Check in and ask if they would like to continue or stop. It is not necessary to share all of the fun facts in the resources.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | St. Patrick's Day Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Share the lucky shamrock article and video entitled, *"Lucky Find: Charlotte Girl Picks Rare Five-Leaf Clover"*. <https://bit.ly/3iKmlJX>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 15-20 minutes

Name of Activity: Remembering Irish Songs

Resources: "Remembering Irish Songs" activity <https://bit.ly/2Dkb6x6>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Play each song before reading the information and discussion questions for each song (in the resource).
- See how the person living with dementia is doing after each song and ask if they would like to listen to another song before continuing. Ask questions, as needed, and follow the person living with dementia's lead if they prefer to listen to more songs.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | St. Patrick's Day Theme (Continued)

Activity 2

Length: 5-10 minutes

Name of Activity: Fun Facts About St. Patrick's Day

Resources: 13 Lucky Facts about St. Patrick's Day <https://bit.ly/31WJf0p>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Share the 13 Lucky Facts and ask *"Did you know"* questions to start conversation about St. Patrick's Day.
- Ask questions about their own St Patrick's Day: *"What did you used to do for St Patrick's Day?, Did you dress up?, Drink green beer?, Sing songs?, Go out with friends?"*
- Stop the activity when you feel the person living with dementia is ready to. Check in and ask. It is not necessary to share all 13 facts.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | St. Patrick's Day Theme (Continued)

Activity 3

Length: 5-10 minutes

Name of Activity: History of Guinness Beer

Resources: 15 Facts About Guinness Beer <https://bit.ly/306B3ba>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Use the resource to share interesting facts about the history of Guinness beer as a conversation starter.
- Read one fact at a time and allow time for questions, comments, and discussion before offering to share more facts.
- Stop the activity when you feel the person living with dementia is ready to. Check in and ask. It is not necessary to share all of the facts in the resource.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Travel Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Share the caring community article and video entitled, *"Little Free Library-inspired pantries aimed to help hungry neighbors"*. <https://bit.ly/2O6txHO>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 15 minutes

Name of Activity: Canadian Locations and Landmarks

Resources: 10 Must-See Canadian Landmarks <https://bit.ly/3ebVxV1>, Where is That? Canadian Version/PowerPoint Presentation <https://bit.ly/30ju7I0>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Explain that you are going to show a Canadian landmark and see if they recognize it. Go through the landmarks one at a time and allow time for questions and conversation. Consider having multiple choice options if recall is difficult.
- Consider researching some interesting facts about each destination (i.e. *"Did you know that...?"*).

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Travel Theme (Continued)

Activity 2

Length: 10 minutes

Name of Activity: Hometown Reminiscing

Resources: Ask the care partner where the person was born or spent most of their childhood.

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Use Google to research some fun facts about their hometown to share with them
- Ask questions about their childhood home, favorite spots in their hometown, what they used to do for fun, or favorite childhood stories.
- If the person still lives in their hometown ask how the town has changed over the years. Ask the person if they have ever moved away from their hometown.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Travel Theme (Continued)

Activity 3

Length: 10 minutes

Name of Activity: Where is That? Around the World Version

Resources: Where is That? Around the World Power Point Presentation <https://bit.ly/2OypT9W>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Explain that you are going to show a famous world landmark or destination and see if they recognize it. Go through the landmarks one at a time and allow time for questions and conversation. Consider having multiple choice options if recall is difficult.
- Consider researching some interesting facts about each destination (i.e. *"Did you know that...?"*).

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Word Games Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": *"Twelve Amazing Message-In-A-Bottle Stories"*. <https://bit.ly/3iJDSHR>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 10-15 minutes

Name of Activity: Wordles & Common Endings

Resources: Wordles PowerPoint Presentation <https://bit.ly/2ZRHf8c>, Common Endings PowerPoint Presentation <https://bit.ly/2B6Z3CL>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Show slides one at a time and help the person living with dementia by providing clues and instructions on how to complete the Wordles and Common Endings games.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Word Games Theme (Continued)

Activity 2

Length: 10-15 minutes

Name of Activity: Quotes

Resources: The 100 Most Famous Quotes of All Time <https://bit.ly/2CbRbR2>

"Good words are worth much and cost little."

— George Herbert

"The most valuable of all talents is that of never using two words when one will do."

— Thomas Jefferson

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Discuss the quotes with the person living with dementia.
- Ask the person living with dementia if they have any favorite quotes or sayings.
- Ask the person living with dementia the name of their favorite author, actor or musician and look up some notable quotes from them on Google to share.
- If the person living with dementia is engaged in the conversation, ask them for the name of another famous person they admire in sports or politics and look up some notable quotes from them on Google to share.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Word Games Theme (Continued)

Activity 3

Length: 15 minutes

Name of Activity: Word Puzzle

Resources: Word Puzzle PowerPoint Presentation <https://bit.ly/2ZCdRT9>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Share the Wordles PowerPoint Presentation. Provide some instruction on the word puzzle and give hints as necessary.
- Go through the slides one at a time. Have fun with the word quiz and answers.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Inventors Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Share the inspiring YouTube video story entitled, *"Meet Tandem Cyclists Graeme and Betty – Life After 50"*. <https://bit.ly/38I62hN>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 10-15 minutes

Name of Activity: Great Inventors

Resources: Great Inventor PowerPoint Presentation <https://bit.ly/2OsjoFr>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Discuss some of the top inventors in history. Share quotes from famous inventors:

"Before anything else, preparation is the key to success."

Alexander Graham Bell

"No one has ever had an idea in a dress suit."

Frederick Banting

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Inventors Theme (Continued)

Activity 2

Length: 10-15 minutes

Name of Activity: Great Inventors Word Search

Resources: Great Inventors Word Search activity sheet <https://bit.ly/2DT1vha> and Great Inventors Word Search Answer Sheet <https://bit.ly/39d7HMv>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- If the care partner or person living with dementia has a printer at home, send the link to the activity sheet a couple of days before your visit to be printed.
- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Ask the person living with dementia to look at the words under the word search and ask which word they would like to try to find first. Once the word has been chosen (we will use the word "Telephone" for this illustration), consider saying "Okay, let's look for the letter "T" so we can find the start of the word "Telephone". Provide a minute to allow the person to find a letter "T" and then ask, "Is there an "E" close to that "T"?" Gauge how to proceed by how the person living with dementia is doing. The person may be able to find the words with no problem or they may need a small amount of assistance from you or you may need to identify what row the first letter can be found.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Inventors Theme (Continued)

Activity 3

Length: 15 minutes

Name of Activity: The First Digital Camera

Resources: Connect with the care partner beforehand and see if they have any digital pictures or digital cameras that the person living with dementia would like to share.

The First Digital Camera – Steven Sasson” article <https://bit.ly/30jbfsH>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Create a mini “*photo album*” via Power Point or Microsoft Word.
- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Share the article on Steve Sasson on the first digital camera.
- Ask the person living with dementia, “*What did you like about the story?*”, “*Can you imagine having a camera that big?*”, “*Do you remember your first camera, what was it like?*”, “*What type of camera was it?*”

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, “*Visiting with you is the best part of my day. Thank you for chatting with me.*” If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, “*Look at the time. I had better go make lunch.*” Avoid using the word, “*goodbye*” and finish instead with, “*see you soon.*”

Send an email reminder and Zoom invite two days prior to the next virtual visit.



Virtual Visiting Program Plan | Gardening Theme

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a "Good News Gift": Share the article with video clip entitled, *"Growing the Garden of Eden in Brooklyn"*. <https://bit.ly/2BUDjtZ>

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Length: 10-15 minutes

Name of Activity: Garden Movie Clip

Resources: Time lapse of flower blooming <https://bit.ly/3fhuyJc>
Bean time lapse <https://bit.ly/38RHh2V>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear you and will see you in a smaller space on the screen.
- Share the video of the flower garden, then discuss the movie clip.
- Ask the person living with dementia, *"What do you like to grow in your garden?"*
- Talk about your own garden and what flowers you have seen in neighborhood parks and garden beds.
- Ask the person living with dementia if they have any gardening tips?
- Ask for success stories of past plants or produce they have grown in their own garden and discuss any funny gardening mishaps or bloopers.



Virtual Visiting Program Plan | Gardening Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 2

Length: 10-15 minutes

Name of Activity: Gardening Quiz and Quotes

Resources: Inspirational Gardening Quotes and Famous Proverbs <https://bit.ly/38KHk07>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Share quotes on the joys of gardening, the nature of soil and the earth.
- *"If you truly love nature, you will find beauty everywhere."*
— Vincent van Gogh

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Virtual Visiting Program Plan | Gardening Theme (Continued)

Activity 3

Length: 15 minutes

Name of Activity: Benefits of Gardening

Resources: Connect with the care partner before your visit to ask if they have any digital photos of the family garden they could email you to use for the activity. Create a Word document or PowerPoint Presentation.

7 Benefits of Gardening That Prove It Helps Your Mind and Body <https://bit.ly/2WuQTLJ>

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Create a mini “photo album” via Power Point or Microsoft Word.
- Explain that you are going to share your screen with the person living with dementia and they will still be able to hear and will see you in a smaller space on the screen.
- Go through the Garden photos one at a time and ask questions about the photo. For example: “Where was this photo taken?”, “How many plants/ flower beds did you have?”, “Tell me about...”
- Share information found in the Benefits of Gardening document. Discuss how gardening is beneficial to yourself and what you enjoy about gardening.

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, “*Visiting with you is the best part of my day. Thank you for chatting with me.*” If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, “*Look at the time. I had better go make lunch.*” Avoid using the word, “*goodbye*” and finish instead with, “*see you soon.*”

Send an email reminder and Zoom invite two days prior to the next virtual visit.

Phone Visit Activity Plan | Template

Introduction & Welcome:

Introduce yourself and why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Share a *"Good News Gift"*. Find a funny, feel good or interesting story to share with the person living with dementia to start the visit on a positive note.

Explain the theme and activities that you plan to share during the virtual visit in a sentence or two.

Activity 1

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Phone Visit Activity Plan | Template (Continued)

Activity 2

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Phone Visit Activity Plan | Template (Continued)

Activity 3

Theme: _____

Length: _____

Name of Activity: _____

Resources: _____

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*



Phone Visit Activity Plan | Great Conversations Theme

Introduction & Welcome:

Introduce yourself and share why you are visiting. Explain the purpose of the visit and approximately how long it will take.

Chat about the weather or sports and ask the person living with dementia a simple question. Consider saying, *"It is a beautiful sunny day today. What do you like to do on days like this?"*

Introduce and briefly discuss the theme and related activities you plan to share during the call.

Activity 1

Length: 10 minutes

Name of Activity: Good News Paper Stories

Resources: A local newspaper, internet articles

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

- Share some stories from the local newspaper. Read a short article and talk about the story and what it means/represents for the person living with dementia. Share a few quotes or funny headlines from the newspaper.
- Discuss the newspaper they used to have or still have at home. Ask questions such as *"Do you read the newspaper every day or once a week?"*, *"Do you have your newspaper delivered to your home or do you go to the store to buy the newspaper?"*, *"Have you ever been in the newspaper?"*

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Activity 2

Length: 10 minutes

Name of Activity: Common Idioms

Resources: Idioms and Fun with Words

Instructions: Read the following sayings and discuss the meaning and origins with the person living with dementia. Ask them if they have used these sayings before and if they have any other ones to add to the list.

Pull Out All the Stops

Meaning: To do everything you can to make something successful.

Origin: Alluding to the piano-like instrument the organ, this phrase refers to when the stops are pulled out to turn on all the sounds in an organ, allowing the organ to play all the sounds at once and, therefore, be as loud as possible.

Don't Throw the Baby Out with the Bath Water

Meaning: Look for avoidable errors so you don't remove something good with the bad.

Origin: This idiom allegedly comes from a time when the household bathed in the same water; first, the lord would bathe, then the men, the lady, the women, the children, and the babies last. The bath water is said to have been so dirty that there was a risk of throwing the baby out with the water once everyone was done bathing!

Straight from the Horse's Mouth

Meaning: Getting information directly from the most reliable source.

Origin: This one is said to come from the 1900s, when buyers could determine a horse's age by examining its teeth. It's also why you shouldn't "*look a gift horse in the mouth,*" as inspecting a gift is considered bad etiquette.

Riding Shotgun

Meaning: Riding in the front seat of a vehicle next to the driver.

Origin: In the Wild West, the person who sat next to the driver was often equipped with a shotgun to kill any robbers that might happen upon the coach.

Let the Cat Out of the Bag

Meaning: To mistakenly reveal a secret.

Origin: Up to and including in the 1700s, a common street fraud included replacing valuable pigs with less valuable cats and selling them in bags. When a cat was let out of a bag, the jig was up.



Phone Visit Activity Plan | Great Conversations Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 3

Length: 10 minutes

Name of Activity: Tongue Twisters

Instructions: Read each tongue twister over the phone. Have the person living with dementia repeat each line after you or listen to the tongue twister and repeat as needed. Ask them if they remember any other tongue twisters from their childhood.

How much wood would a woodchuck chuck if a woodchuck could chuck wood?

He would chuck, he would, as much as he could, and chuck as much wood

As a woodchuck would if a woodchuck could chuck wood.

Peter Piper picked a peck of pickled peppers

A peck of pickled peppers Peter Piper picked

If Peter Piper picked a peck of pickled peppers

Where's the peck of pickled peppers Peter Piper picked?

Betty Botter bought some butter

But she said the butter's bitter

If I put it in my batter, it will make my batter bitter

But a bit of better butter will make my batter better

So 'twas better Betty Botter bought a bit of better butter.

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.



Activity 4

Length: 10 minutes

Name of Activity: The Art of Conversation

Instructions: (Consider adaptations you may need to make based on the abilities of the person living with dementia.):

Below is a list of suggested questions that have no right or wrong answers. Before your visit, prepare your own answers to the questions. If the person living with dementia does not come up with their answer quickly, provide an example or offer suggestions. The questions do not need to be asked in any specific order. There are many more interesting questions you can find online or could develop on your own.

For a 30-minute visit, you may only use 2-3 questions depending on the ability of the person living with dementia to expand and reminisce. It is important to be mindful of the person's ability to understand language. In some cases, very common words no longer have meaning to the person living with dementia. Be prepared to explain words or offer the questions in a different way.

1. **"What job did you want to do when you were a kid?"** You can ask follow-up questions such as *"Are you still interested in space studies?"*
2. **"If you had to pick one—skydiving, bungee jumping, or scuba diving—which would you do?"** This question is great to figure out if someone is an adventurer. It might turn out that they have done one or more of these things already. Or, they might be terrified of the idea of any of them.
3. **"Which of your family members are you most like?"** You can ask further questions such as *"Were you particularly close to your mom or your dad?"* This questions gives you an idea of their family setting, and also gives them an easy opportunity to describe themselves simply. They might say they are most like their grandfather because they love books, etc.
4. **"What was your worst fashion disaster?"** Everyone has a few outfits from their past that seemed like a good idea at the time. This conversation starter will help you get to know what the people in your life were like before you met them. It will probably come with a few great stories about their days as an early 2000s emo or 1960s mod. What makes this funny conversation starter especially useful is it can cross the age divide, bringing older members of the party into center stage with fashion faux pas from the past.
5. **"What's the most embarrassing thing you did at school/when you were a kid?"** This conversation starter can bring up laughter and fun. Reminiscing about the past can make people feel calmer.



Phone Visit Activity Plan | Great Conversations Theme (Continued)

Break between activities: Check in with the person living with dementia to see how they are doing. Invite them to have a drink if they have one beside them. Invite them to join you in another activity if they are interested and if there is enough time. The person living with dementia may prefer to chat for the rest of the visit or end the visit early. Follow their lead.

Activity 5

Length: 10 minutes

Name of Activity: Seasonal Questions or Conversation Starters

Instructions: Here is a calendar-inspired conversation starter list for you. Remember you can be creative with these as well. If there is ANY holiday or event coming up, be sure to ask about it!

This list of questions specific to months of the year are very helpful to have handy when you are planning your visits. Whenever there is an upcoming holiday or special event, consider using these questions as a basis for fun and light-hearted conversations.

- **January:** *"What's your New Year's Resolution?"*
- **February:** *"Do you usually celebrate Valentine's Day?"*
- **March:** *"I went to the coolest Irish bar last St. Patrick's Day. Doing anything fun this year for it?"*
- **April:** *"How long did you believe in the Easter Bunny?"*
- **July:** *"Do you usually wear red and white on Canada Day?"*
- **October:** *"What's the best Halloween costume you ever had?" or "Do you like haunted houses or scary rides?" or "What is your favourite part of the Thanksgiving dinner?"*
- **December:** *"How does your family celebrate the holidays?"*

Conclusion:

Thank the person living with dementia for their participation. Ask if they have any questions.

Share that you enjoyed your time together and look forward to the next visit.

End the visit on a positive note by saying, *"Visiting with you is the best part of my day. Thank you for chatting with me."* If the person living with dementia seems distressed about ending the visit, tell them you must tend to an important task. Consider saying, *"Look at the time. I had better go make lunch."* Avoid using the word, *"goodbye"* and finish instead with, *"see you soon."*