



April 3, 2020

Dear Families,

Holland Christian Homes would like to offer some creative options for families and friends to keep in touch with their loved ones who live in our Manors during this time of restricted visitation. If you have Zoom, Google Hangouts or Skype we can arrange a “live chat” visit and if you would like to communicate by phone, we can arrange a time where staff could help facilitate. Unfortunately, we do not have apple products, so face time is not an option. To use Zoom, Google Hangouts or Skype, you will need to download an app. For Google Hangouts you will need a google account and for Skype you will need a Microsoft account (both are free). For Zoom, we will send you an invitation by email and when you open the link, it will ask you to install (if you don’t have it installed) the zoom interface (app) and then you can join the “meeting” with video and audio. We recommend using Zoom unless you have a Skype or a Gmail account (for Google Hangouts).

Letter writing may be another way that you would like to keep in touch and we can arrange that staff would assist with reading or formatting the letters to loved ones that can be scanned to your email and/or picked up from main reception. Below are additional options that depending on where your loved one lives which may be of interest for you to participate in.

If your loved one lives in **Faith Manor**;

Residents that reside on Faith Manor 1st floor, can arrange “window waving” visits from the Faith Manor entrance location. A seat and walkie talkie has been set up for your convenience to facilitate easier communication between the glass. Families can sit within the double door and wave to loved ones through the large sunroom glass window.

We can offer “balcony chat” for residents who live on Faith Manor 2nd floor where resident could be bundled up and brought onto the balcony just off the dining rooms and can wave down to awaiting family members. (Caution weather permitting).

If your loved one lives in **Grace Manor**;

We can offer “balcony chat” for residents who live on GM2 and GM3 where resident could be bundled up and brought onto the balcony just off the dining rooms and can wave down to awaiting family members. (Caution weather permitting).

Grace Manor 1st floor can arrange window visits from the dining room patio door location - a seat and walkie talkie have been set up for your convenience to facilitate easier communication. Families can sit and wave and talk to loved ones through glass patio door at the back of the dining room (Only applies to GM1 residents).

We know this is a difficult time not seeing your loved ones. If you are interested in participating in any of these forms of communication, please email or call justine.dudziak@hch.ca 905-463-7002 ext. 5233.

Keep up to date with current information by visiting our web site at www.hch.ca.