





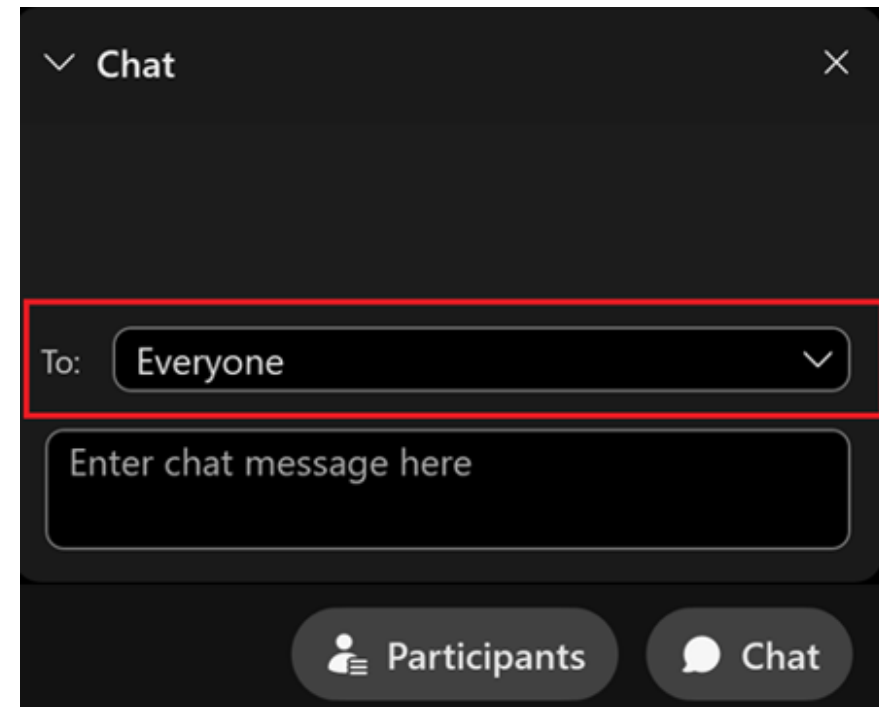
Home Care & Assisted Living Advisory Council Meeting

May 23, 2022

- Welcome and housekeeping – Lindsey Krueger
- Social Isolation Grant awardee survey responses
- Discussion regarding possible next grant opportunities
 - Dementia Training Discussion – Guest speakers
 - Other
- Closing — Lindsey Krueger

How to Ask a Question/Provide a Comment

- **Participants are muted.**
- **To ask a question** Click on the chat bubble  Chat  to open the chat, select Everyone, and ask a question or provide a comment. Please note that questions sent to panelists directly will not be answered as individual chat boxes are not checked.
- **We will answer** as many questions as we can at the end of the presentation.



ALL Together Newsletter

- Subscribe to HRD's ALL Together Newsletter for up-to-date information regarding Assisted Living Licensure
- [MDH Email Updates \(https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_660\)](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_660)



ALL Together News and Updates

News and updates on Assisted Living Licensure

[View this as a webpage](#)

March 31, 2022

The *ALL Together* newsletter provides updates, details, and information about assisted living licensure for providers, residents, family members, and the public.

The Minnesota Department of Health's Health Regulation Division (HRD) will work to provide information, news, updates, and links to resources for assisted living providers and families to help residents and loved ones live their best lives as they age in place.

Please share this newsletter with colleagues, friends, and family. [Subscribe to this newsletter.](#)

In this edition:

Assisted Living Licensure Renewals begin in May

Social Isolation Grant Feedback - Purchases

- Wireless access points make it possible for families to better visit via video calls and cameras in the rooms.
- 2 Apple iPads
- Our facility installed additional WIFI hotspots to broaden WIFI access to resident apartments. The grant helped to offset the total cost that included both the purchase of additional hotspots, but also the installation costs associated with running additional cable.

Social Isolation Grant Feedback - Purchases cont.

- 2 IN2L devices and subscriptions for elders to use for communication with family, doctor appointments and activities.
- With the Social Isolation Grant funding, facility was able to purchase 4 iPads with protective cases, as well as 3 wi-fi extenders for the apartment buildings, where spotty internet had been an issue. The iPads were purchased to be used in the 2 apartment buildings and memory care assisted living facility to allow tenants to stay in contact with family members, friends, and participate in online worship or engagement.
- 20 Amazon Alexa Shows

Social Isolation Grant Feedback - Purchases cont. (2)

- Facility purchased 3 notebook type computers, a laptop computer and 2 VCR/DVD players.
- Facility purchased two wi-fi extenders to enable residents in back hallway to use communication device in the comfort of their room. Facility also purchased Echo Show 10 for video visits.
- Lenovo Laptop, Virus Security software for laptop, Wi-Fi Extender
- 6 Sony Wireless Headphones (WHCH510/B) and 6 hard-shell cases for headphones, 6 Apple iPad Air (10.9", Wi-Fi, 64GB) 4th Generation Renewed, 6 Screen Protectors

Social Isolation Grant Feedback – Positive Story

- Many of our rooms did not have strong enough wireless access to do high quality video calls. We identified these rooms and adjusted some of our wireless access points to reach these rooms. We then communicated the change with some of the families and encouraged some use of cameras, video calls, etc.
- These were a wonderful addition to our community! In particular we have 1 resident whose daughter lives in Canada and wasn't able to come to USA due to Covid restrictions and they were able to facetime to see each other and talk. We also are able to take pictures and post to Facebook which help families and friends see their loved ones during activities.

Social Isolation Grant Feedback – Positive Story cont.

- Facility had areas of apartment hallways where the Wi-Fi signal was not as strong as it needed to be for accessing the internet and streaming activities. By adding three additional access points, apartments located in the short wings of the hallways now have better access. This includes a total of 12 apartments.
- We have many residents that utilize Facetime, Alexa and Facebook video chat to keep in contact with loved ones. They have been so happy with the upgrade, as have families, that they can chat without choppy/lagging video/audio. We also have residents that cannot afford Cable and stream shows on the internet now. Overall the new systems has been very well received by residents and families.

Social Isolation Grant Feedback – Positive Story cont. (2)

- Resident was so happy to use the device once she was trained in by the activity department. She was able to talk with her son and learned how to play solitaire. She is now playing solitaire each day and has started showing other elders how to use it.
- The grant allowed funding to be used to purchase I-pads which have been extremely helpful to the tenants. During times when Covid-19 or flu rates are high, tenants have fewer opportunities for social engagement and many are not able to leave their apartments, due to lack of transportation. One tenants in particular had been unable to attend her church for quite some time and was anxious to get back to this. She lacked the transportation to get here and still had hesitancies due to her weakened immune system. The iPad allowed her to watch the church service live, which was being streamed on their Facebook page.

Social Isolation Grant Feedback – Positive Story cont. (3)

- A tenant in the Assisted Living apartment building, tested positive for Covid-19 this past winter. This individual has always been outgoing and thrived on social connection and companionship. Their family members, who used to visit several times a week, were now unable to visit for a couple of weeks. We were able to set up virtual visits with this individual and their family member using the iPad and twice a week they connected this way until they were able to visit in person again. The individual was so happy when staff asked if they would like to give it a try in their room and although not the same as an in person visit, was thankful for the opportunity to still see their grandkids. Their granddaughter was equally thrilled as she was able to hold up half a dozen of her drawings to share with her grandparent.

Social Isolation Grant Feedback – Positive Story cont. (4)

- Residents were able to FaceTime their loved ones and attend appointments via telehealth.
- The residents are not only able to use the Alexa features (such as asking the weather, playing music) but these devices also have 8 inch screens with the capacity of video chatting and photo sharing, The residents were mostly excited to be able to chat with grandchildren that lived further away.
- This grant was a great benefit for our clients. Clients are able to do virtual sessions with grandchildren and children they had not seen in years. A client is able to watch religious services 1-2 times weekly. Several essential visits completed ongoing weekly. A client was able to see and visit with his daughter before he passed while in Hospice. Staff use a laptop for online ordering groceries and communicating with essential workers.

Social Isolation Grant Feedback – Positive Story cont. (5)

- Resident with disabled daughter out of state is able to see and visit with her daughter daily. Resident B is able to voice prompt Echo Show 10 to call his sister.
- The computer has helped the residents a lot. They used it to contact their families as well as their physicians. Residents seem very cheerful and their behavior improved a lot after they were able to talk to their loved ones. Residents were also able to talk to their psychiatrists via zoom using the computer.

Social Isolation Grant Feedback – Positive Story cont. (6)

- I'd like to share a story of how this impacted one of our residents, Karl. He is a widow and does not get many visits from family during the week. I approached him and suggested we try this new equipment to contact his daughter. He was all for it and we set up a time. He sat in a comfortable chair in our solarium for a nice conversation. With the iPad on the stand and the wireless headphones on, we proceeded to contact his daughter with Facetime. As soon as she appeared on the large screen Karl had a big smile on his face and they began to visit. I left them to enjoy their time and returned to hear how it went. Karl said "oh boy, she is a sweetheart" and he doesn't get to see his daughter often enough. He told me the experience was "like having gold in his hand...he searched for the word to use. I suggested the word "precious" and he said, "that's it". He was thankful for the visit and he and his daughter look forward to their next visit and plan to add in his grandson too. The visit really uplifted Karl's mood for the rest of the afternoon. Smiles are contagious and I am sure Karl brightened the day for other residents and caregivers with his happiness. It is a blessing to bring loved ones together with technology so they can connect more frequently. Thank you for providing this precious gift to our residents!

Social Isolation Grant Feedback – Challenges

- The only challenge was waiting for information and necessary paperwork from MDH for us to be able to take the next steps. Multiple emails went unanswered from October-December.
- Supply chain issues getting the equipment.
- The grant process took far longer than we had anticipated and a few of the objectives changed during this time, since Covid-19 challenges tended to vary. During this time we also experienced a change in staff which slowed the process down a bit as well.

Social Isolation Grant Feedback – Challenges cont.

- Legal/IT within own corporation
- We all are swamped and busy and it did take many months for us to hear about the result of our grant request. Once we did hear about it, I had to act quickly as I was only given 3 days to purchase the equipment and submit the expenses. Fortunately, I did have a detailed list of the items we needed and ordered them right away.

Social Isolation Grant Feedback – Future support?

- Thank you, no good advice from us.
- Funds our so tight in our community, grants give us the ability to improve the resident's lives through different forms of technology.
- We appreciate the Home Care Provider Advisory Council and the grant awarded to improve the resident experience.
- Continue to offer grants that improve the quality of life of our residents in ways that the facility needs/wants to do but cannot financially afford to do.
- Nothing I can think of - it was so great to get these for our elders during this time. Thank you so much

Social Isolation Grant Feedback – Future support? cont.

- The iPads and extenders will be beneficial for us in the future. These allow us to provide more flexibility and adapt some of our approaches in order to keep individuals connected and safe. The Home Care Advisory Council can continue to seek opportunities for open communication and collaboration as needs may change in the future.
- We just want to say thank you so much for all you do.
- N/A. This was a wonderful opportunity for our Community! Thank you
- Continue to do what you do. You do a great job in this difficult time. We are a small home and, this grant was very helpful for us and our clients.

Social Isolation Grant Feedback – Future support? cont. (2)

- We very pleased and thankful for this grant. Thank you for your support.
- The residents would have benefited from the grant even more if the process wasn't so long.
- Keep challenging us to think of innovative ways to improve the lives of our residents with technology. I'd welcome an opportunity to incorporate a robot that will help our caregivers to entertain our residents, improve their time in between scheduled activities, and perhaps even prevent falls.



Questions?