

New “Virtual Visit” Program



Hometown Friends and Family,

As we continue to navigate these challenging times of physical contact restrictions at our senior homes we are excited to announce a new “**Virtual Visit**” program at Hometown Senior Living aimed at keeping you and your loved ones connected and engaged through these times. Effective now all homes have new company iPads set up for the purpose of Virtual Visits. These Virtual Visits will be done through a Google Hangouts App on any mobile device or laptop. If a resident desires, we also have the ability to connect our iPads to our big screen TV’s for a large screen experience. Our managers and staff are being trained on this new program and our activity coordinator and/or home managers will be reaching out to all of you to begin scheduling for Virtual Visits. We will be utilizing www.signupgenius.com for scheduling Virtual Visits with residents. We plan to make the visits and schedule as available as possible. Our Activities coordinator will be emailing all family members soon with details and a link to begin scheduling visits.

Please see below for instructions and information about how to utilize Google Hangouts for our new “Virtual Visit” Program:



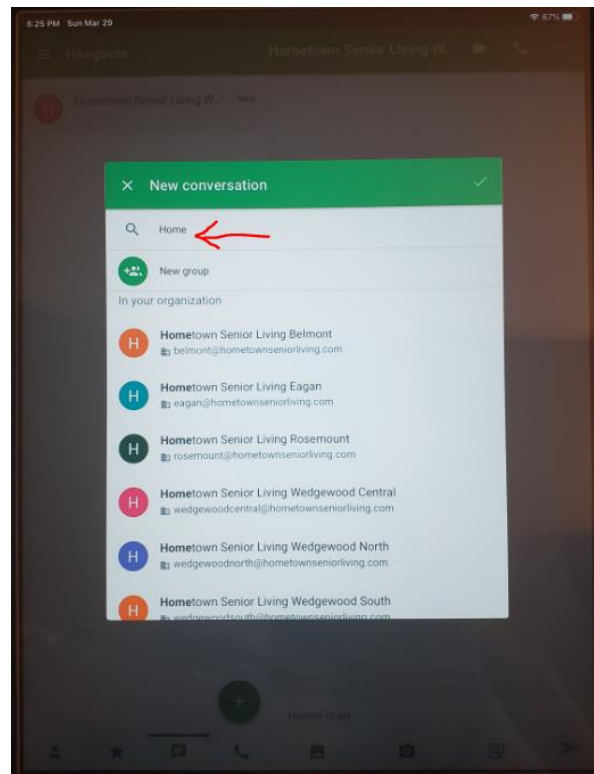
Step 1) **Download Google Hangouts** App from a Google Play or Apple App Store. Or on a desktop or laptop visit <https://hangouts.google.com/>

Step 2) **Sign in or create a Google Hangouts account** if you do not already have one. You will need an email address and account holder’s name to identify yourself within your account.

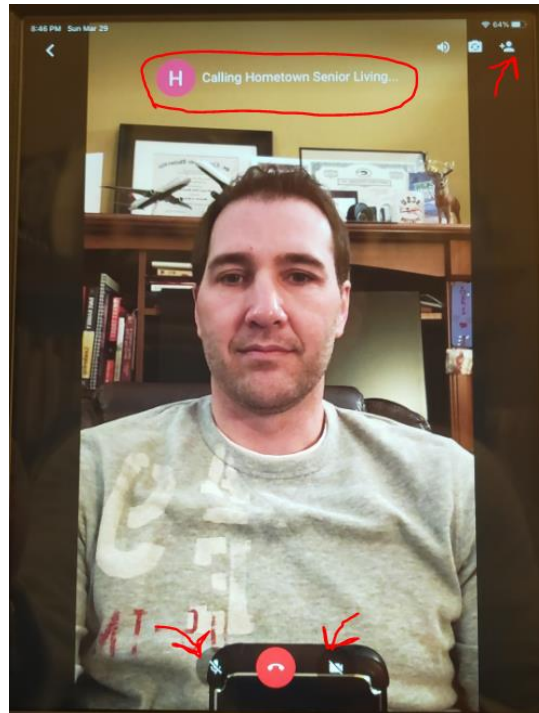
Step 3) **Create a new Video Conversation** – When you are ready to do a Virtual Visit click on Video chat button on the lower left corner of the screen and then click the +Add button.



Step 4) **Enter in your Residents Hometown Home location** – When the New Conversation window pops up, enter in Hometown Senior Living followed by the name of the location the resident lives.



Step 5) **Options / Functionality** – When you have the location entered in click the check mark and this will begin the Video Chat session. In the lower portion of the screen you have the ability to turn your microphone and camera on and off as well as the call/hang-up button in the middle. If you wish to Virtual Visit with multiple Family & Friends, simply click the +People button in the upper right corner of the screen and enter the Google Hangouts email address or user account of the person you wish to add.



If you any questions, comments or feedback about our new “Virtual Visit” Program please reach out to the respective Home Manager at your resident’s location or feel free to call:

Cheyenne Schmitt - Activities Coordinator

651-829-4128

Thank you for allowing us the honor to care for your loved one at Hometown Senior Living. We truly hope this new program will help family and friends stay connected during these challenging times of visiting restrictions. We encourage you to make frequent use of Virtual Visits and brighten the days of your family & friends at Hometown. Even after restrictions are lifted, we look forward to continuing to utilize this new platform to more conveniently keeping everyone connected.

Sincerely,

Gregory Hendricks

Vice President
Hometown Senior Living