

# Contact loved ones

living in seniors' residences



## COVID-19 PANDEMIC

**KEEP IN TOUCH WITH YOUR LOVED ONE... WITH JUST A FEW CLICKS!**

With the arrival of a second wave of the pandemic, the Montréal West Island Integrated University Health Services and Social Services Centre would like to remind you that its social communications service remains available for those who have loved ones living in a long-term care centre. In fact, the organization is constantly working to implement means of mitigating the impacts generated by the COVID-19 pandemic.

Would you like to contact your loved one? It's easy! Make an appointment online. We will contact you for a phone call or videoconference! You will need an email address to use this service.

### Procedure

Using your smartphone, tablet, or computer, go to the online booking site at <https://clients3.clicsante.ca/3000/take-appt>

This hyperlink **is not compatible** with the Internet Explorer web browser. Please use another web browser (such as Google Chrome or Safari).

1

Select **Phone call with a family member** or **Videoconference with a family member**.

1 Select a service	2 Select the location	3 Select the moment	4 Complete your reservation
Phone call with a family member			CONTINUE >
Videoconference with a family member			CONTINUE >

2

From the list, **select the location** where your loved one lives.

Centre d'hébergement de LaSalle	CONTINUE >
Centre de soins prolongés Grace Dart-Ste Catherine	CONTINUE >
Unité d'hébergement de l'hôpital Lasalle (UHHL)	CONTINUE >
CHSLD Herron	CONTINUE >

Centre intégré  
universitaire de santé  
et de services sociaux  
de l'Ouest-de-  
l'Île-de-Montréal

Québec



3

Select a **date** and **then** a time for the appointment.

Date

Time

October 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Full	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Appointment time

10:00 11:00 13:00 14:00 15:00 16:00 17:00

CONTINUE

4

Complete a short form to provide **information about yourself** and **the loved one** you wish to contact.

\* I want to book an appointment for

☒ Myself

☐ Someone else

\* Patient's first name  
Enter the patient's first name

\* Patient's last name  
Enter the patient's last name

\* Email  
Register your email

\* Email Confirmation  
Validate your email

Once completed, you will immediately receive an email message confirming your appointment. You will receive a second email message with a confirmation of the appointment time and a hyperlink (for videoconferences) on the morning of your scheduled call.

Please note that someone will be with your loved one during the call to facilitate communication.

\*To allow as many people as possible to use these services, we cannot guarantee more than one social contact per family per week. If time slots remain unreserved, they will be offered to the families who would like to schedule a second call.

## Support

Do you need help accessing the online appointment system? Would you like someone to book an appointment for you? You can call the residential facility where your loved one lives. Someone will help you make an appointment.

