# **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.

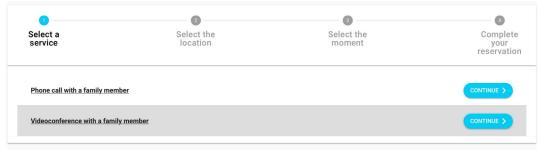
#### **Procedure**

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

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

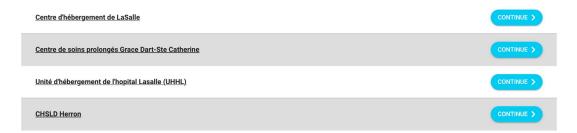
1

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



2

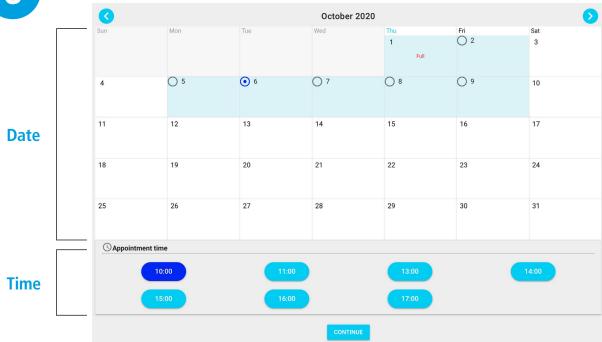
From the list, select the location where your loved one lives.



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

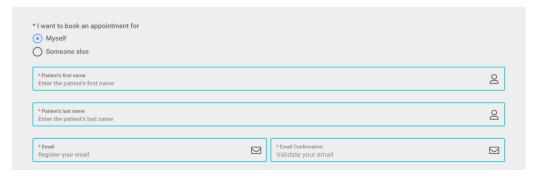


3 Select a date and then a time for the appointment.



4

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



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 you loved one lives. Someone will help you make an appointment.