

## St. Michael's House

### Keeping up Communications - under Visitor Restrictions

#### Understanding

- We understand Visitor Restrictions is very difficult on our service users, their families and the staff teams.
- We have suggested Digital contact where possible to support this No Visitor Directive .
- This is on personal laptops and not compatible with the St. Michael's House network due to security firewalls. We will post this on our website for all.
- Below are some but not all suggestions that might work.
- All the below are FREE ! You will require an Google Email OR Mobile Phone number

#### What staff can do

- Set up an free Google Email (or Mobile number if they have one) for Service user
- Contact the Family and ask them to set up the SAME App or Link
- The Family member will need an Email or Mobile number to connect

#### What Family members can do

- Set up the SAME App as your family member supported by a staff member
- Link with Unit staff team at a good time to call - Frequency of calls are subject to local unit staff and service user abilities etc.

#### Video/audio conferencing:

| Name of App or Link | Device       | Type   | Quantity of Viewers                      |
|---------------------|--------------|--|--|
| Google Hangouts     | PC or Mobile | Audio and Video Calls  | Multiple persons                         |
| SKYPE               | PC or Mobile | Audio and Video Calls  | Multiple persons                         |
| Zoom                | PC or Mobile | Audio and Video Calls  | Multiple persons                         |
| StarLeaf            | PC or Mobile | Audio and Video Calls, instant messaging and conference call | Multiple persons                         |
| HouseParty          | PC or Mobile | Audio and Video Calls  | Multiple persons                         |
| WhatsApp            | PC or Mobile | Audio and Video Calls<br>Instant messaging                   | Multiple persons if on Iphone 6 or above |
| Facetime            | Mobile only  | Video calls  | I phone mobiles only<br>One to One       |

Suggestions welcome- [communications@smh.ie](mailto:communications@smh.ie)