

# Welcome!

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## How to Stay Connected In a Changing Environment

**Guest Speaker:**

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**Staying Connected during the Coronavirus Pandemic – Facebook  
Smart Speakers, Apps and More!**

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# Emergency Preparedness and Coronavirus Pandemic

- ❖ Caregivers are not allowed to ride along in an ambulance
- ❖ Most hospitals will NOT allow a visitor/caregiver in the Emergency Room
- ❖ No Visitors in hospitals during an in-patient stay
- ❖ No visitors allowed in nursing homes



**Due to COVID-19 (Coronavirus),  
NO VISITORS**

# Go Bag



## Content suggestions

- Copy of your Medical Insurance Cards
- Medical Card with ALS specific information
- Written list of phone numbers: doctors, pharmacy, and family contacts
- Written list of medications
- 7 days worth of medication
- Written directions on how to communicate with the person with ALS
- Letterboard
- Advance Directive
- Style/Serial number of medical devices
- Reading Glasses (dollar store will do)
- Wipes
- Phone Charger / Ear Buds
- Socks
- Pen and paper

# Medical Information Packet

- The ALS Association website
  - [www.alsa.org](http://www.alsa.org)
- <http://www.alsa.org/als-care/resources/publications-videos/medical-information-packet>
- Allows user to fill out information regarding communication, swallowing, nutrition, mobility, respiratory issues, and others
  - Walks the user through all aspects



# Communication Considerations

- Make sure your Medical Information Card explains the best method communication for you
- Store writing materials/letter board/key phrases in your emergency kit
- Determine how you will communicate with emergency personnel if you do not have your communication device
- Obtain an alternate power source for electronic means of communication

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>		
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>		
<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>
<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	<b>S</b>	<b>T</b>
<b>U</b>	<b>V</b>	<b>W</b>	<b>X</b>	<b>Y</b>	<b>Z</b>
Space		Oops		end	



# Communication Boards

- I can email you a link for you to print out
  - [alisa@alsphiladelphia.org](mailto:alisa@alsphiladelphia.org)
- Website offering free downloadable communication boards
  - Patient Provider Communication
    - <https://www.patientprovidercommunication.org/supporting-communication-covid-19.htm>
      - Bilingual available

**FREE communication tools for patients with COVID-19**

Download, print, & use!  
+ more FREE resources

SUCTION	VENTILATOR	YES	NO								
SUCTION	VENTILATOR	DON'T KNOW	LATER								
PAIN	BREATHING TUBE										
MEDICINE	TROUBLE BREATHING	THIRSTY	LIGHTS ON / OFF	CHAIR	NO VISITORS						
MOUTH CARE	BATHROOM	TIME / DAY?	TV ON / OFF	BED	GET THE LETTER BOARD						
MAYBE	DON'T KNOW	LATER									
MAYBE	DON'T KNOW	LATER									
1	2	3	4	5	6	7	8	9	0	YES	NO

# Emergency Information List

- Personal Contacts
  - Local and out-of-town
- Who to call in case of Emergency
  - Make sure this is written on paper (and laminated) because you may not have access to your electronic device for stored numbers
  - Have physician and pharmacy numbers
  - Home Care Agencies



# EMS/Emergency Room Considerations

*I can not verbally speak but I understand everything you are saying.*

*I say YES by moving my eyes to MY RIGHT*

*I say NO by moving my eyes to MY LEFT*

*I say MAYBE by looking up*

## SHORTNESS OF BREATH:

If I display shortness of breath or low SpO<sub>2</sub>, do not give me oxygen unless I have another respiratory condition that requires it. I may need noninvasive positive pressure ventilation to expel CO<sub>2</sub>.

## OXYGEN MAY NOT HELP AND MAY MASK RESPIRATORY FAILURE:

My lungs are healthy, but my muscles including diaphragm are weak. IF I am using a BPAP at home, the settings should be the same as those. IF NOT, a BPAP with a pressure of 12/6, backup rate of 10 with titration as needed may help.

## LAYING ME ON MY BACK:

May be difficult for me because of the possibility of CO<sub>2</sub> retention due to diaphragmatic weakness and aspiration due to poor ability to protect my airway. I may be able if using a BPAP or non-invasive mechanical ventilation.

## AVOID:

Paralytic or general anesthetics, narcotics or muscle relaxants unless absolutely necessary. If used, the ability to rapidly assist ventilation non-invasively or invasively should be available.

**If I have a gastrostomy tube, please use that for administration of “oral” medications.**

# Staying Connected – Hospital Stays

- **Built-in Apps**
- If you already own a smartphone or tablet, you likely have a video chat app built into your device
  
- **Apple Devices – [FaceTime](#)**
- Built into Apple iOS (iPhone, iPad, & iPod) devices and Mac computers
- Calls are restricted to other FaceTime users
  
- **Android Devices – [Google Duo](#)**
- Built into Android devices
- [Free app for iOS users](#)
- Can also be accessed on a Mac or PC via [web browser](#)
- Google Duo calls can be placed using certain smart displays such as the Google Nest Hub Max
- Nice option for cross-platform video chatting.
  - Samsung Galaxy phone to an iPhone --Google Duo to video allows chat with each other
  
- Source: <https://ndassistive.org/blog/connectioninthetimeofsocialdistancingpart2/>

# Third-Party Messaging Apps

Third-party apps are those not built natively into a device's operating system. These apps can be downloaded from either the Apple App Store for iOS devices or the Google Play Store for Android devices

- [Facebook Messenger Video Calls](#)
- Requires a free Facebook account
- Free app for [iOS](#) and [Android](#)
- Can be also accessed from Facebook on a Mac or PC
- Easy-to-use on the [Facebook Portal](#) smart display
  
- [WhatsApp](#)
- Requires a free WhatsApp account
- Free app for [iOS](#) and [Android](#)
- Free [desktop app](#) for Mac and PC
- [WhatsApp calls](#) can be also be placed using a Facebook Portal smart display
  
- [Snapchat](#)
- Requires a free Snapchat account
- Free app for [iOS](#) and [Android](#)

# Phone/Tablet Holder is critical!

- Place one of these



In this



# For those in Nursing Homes/In-Patient Hospice or those with little technology experience

## Smart Speakers

- Video Screens allow users to see each other
- Amazon Echo and Google Home



# Amazon Echo Spec

- Three **different sizes** and price points
  - The 10-inch **Echo Show** occupies the top of the line, with the largest screen, loudest speakers, and highest price, while the alarm clock-like **Echo Show 5** is less expensive and fits **much** easier on a nightstand



\$69.00



\$99.00



\$229.00

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# Smart Speakers can be set up in advance!

## User's Wi-Fi Network and Password is Known

- You can set up the Show before you ship it or deliver it as long as you know the Wi-Fi network name and password. [Amazon has some good directions.](#)

## If you do not know the Wi-Fi information

- If there is someone at the person's home/facility that can follow-step by step instructions to set it up, you can walk them through on the phone or provide them with an instruction sheet
- Another way would be to go to their home, to the outside only, of course, and somehow plug it into an external power source within Wif-Fi range, like the garage or exterior of building, and finish the setup

- Source: [https://ndassistive.org/blog/the-simplest-video-call-ever-no-touchscreen-for-covid-19/?utm\\_source=rss&utm\\_medium=rss&utm\\_campaign=the-simplest-video-call-ever-no-touchscreen-for-covid-19](https://ndassistive.org/blog/the-simplest-video-call-ever-no-touchscreen-for-covid-19/?utm_source=rss&utm_medium=rss&utm_campaign=the-simplest-video-call-ever-no-touchscreen-for-covid-19)

# No Wi-Fi

- Use old smartphone and using it to create an internet hotspot (if they're not in a cell service dead zone).
  - Add a line to your cell plan, plug the phone in somewhere unobtrusive in the home for continuous power
    - Activate the “personal hotspot” option in settings and connect the Echo Show
      - Does require the user charge the phone



# Grandpad

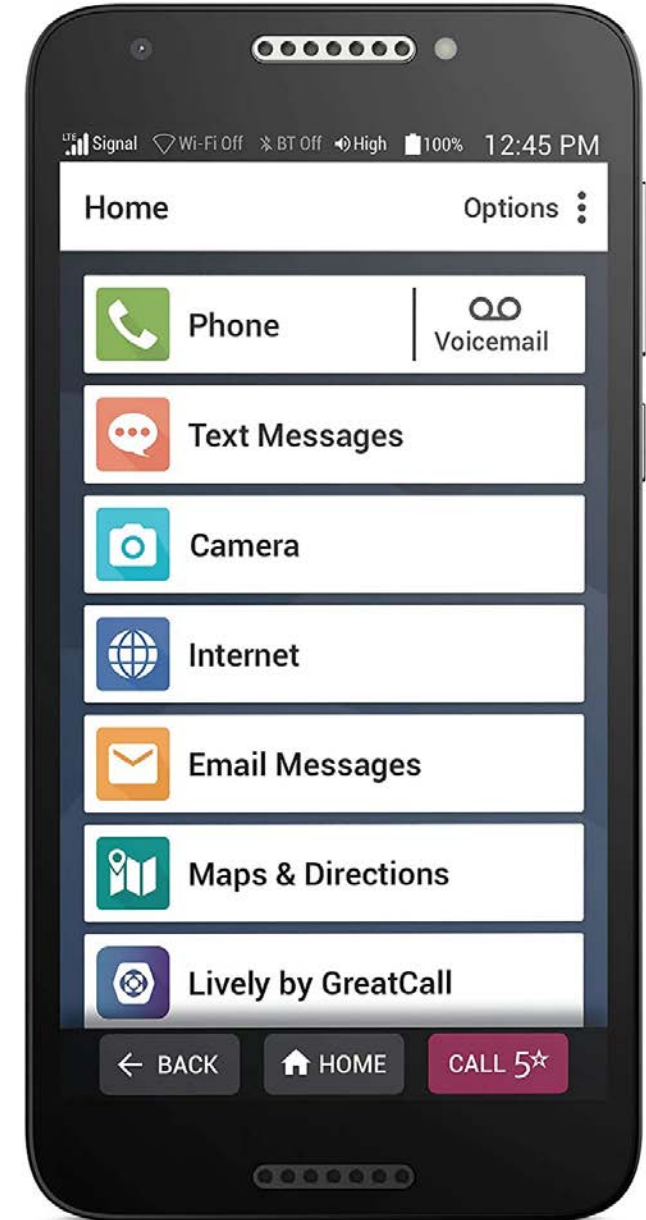
Simple and secure tablet computer that digitally connects a senior or other user to their family and friends

- The user can easily view family photos and videos, play games, see weather for each family member, listen to music, check emails, make phone calls, place a video chat, and much more
- Does not require Wifi
- Monthly bill (no yearly contract)
- \$40/month
- Currently out of stock so check website for details
  - [www.grandpad.net](http://www.grandpad.net)
  -



# Jitterbug Smart Phone

- Simple Smartphone
- Large touchscreen makes it even easier to read.
  - 13.0 Megapixel built-in camera with flash has easy-to-use photo sharing
- Simple menu organized in a single list with large letters and icons makes it easy to navigate.
- Easy-to-use smartphone with exclusive features that are only available on the GreatCall network
- No contracts or cancellation fees
- Affordable, flexible plans with data as low as \$17.48 a month
- Currently available on Amazon and other sites



# iPads

- iPad
  - Mini, Regular and Pro
- Can reduce icons as to lessen confusion
- Easy to understand
- Rated #1 for seniors by Tech Radar, Caring.com, and multiple other sites



# Amazon Fire

- Amazon Fire HD 10 Tablet

- Bargain tablet has a big, 10.1-inch display, and focuses on Amazon's array of apps and services, including the Alexa assistant
  - This means users can control the tablet with voice as well as touch commands
  - Downside
    - Does not support Google apps like Gmail, Chrome, and YouTube. This limitation may be a dealbreaker for some users, but for Prime subscribers who mainly want a tablet for streaming media, web browsing and video chatting, this is an inexpensive yet functional option
  - \$149.00 (currently in stock)



fire HD10  
OUR LARGEST  
DISPLAY  
— ON OUR —  
THINNEST TABLET



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# Facebook Portal

- **Facebook Portal** is a brand of smart displays developed in 2018 by **Facebook, Inc**
  - The product line consists of four models (**Portal** (\$129.00), **Portal Plus** (\$229,00), **Portal Mini** (\$79.00), and **Portal TV** \$149,00) that provide video chat via **Facebook** Messenger and WhatsApp, augmented by a camera that can automatically zoom and track people's movements
  - Lets you video chat with your **Facebook** friends (yes, you **MUST** have a FB account)
  - The unit sits on a desk or table or near your TV, and the camera follows as you walk around, so you can talk to someone completely hands-free while doing other things



# Contact Information

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