
INTEROFFICE MEMORANDUM

to: ALL STAFF
from: Lindsay Dickieson, Administrator
subject: iPad and Galaxy Tablet use to connect with families
date: March 17, 2020, updated April 12, 2020

Purpose:

The purpose of using iPads and Galaxy tablets is for staff on the floor to assist residents to connect with their families during the visitor restrictions.

Acceptable Use

Acceptable use is for FaceTime, Skype or Google Hangouts, and is to connect with families.

Devices may not be used at any time to:

- Take photos of staff or residents
- For personal use
- For games or activities (even for residents)
- Perform any activity that contravenes company policy
- Harass others
- Download any type of app, software, etc
- Change the settings
- Engage in outside business activities

Infection Control

Devices can be a source of bacterial or viral contamination. It is the responsibility of the staff person assigned to keep the device clean, and practice good infection control and universal precautions.

Charging

Video chatting drains the batteries of the iPads. Please put them on the chargers when you get a chance.

Instructions: There are also video instructions on our staff webpage.

To FaceTime:

FaceTime is only possible on the iPads – not on the Galaxy Tablets.

Check the iMessages on your iPad. If the request is for someone in your neighborhood, please call the person back using Facetime. If you tap their phone # in the iMessages you will see the FaceTime icon.

All iMessages and FaceTime go to ALL the iPads. So please check your carefully!

To Skype:

For families who do not have an Apple product, they can Skype. With Skype, you can have many people on the call at one time, so just watch for who is on the video call! You may have multiple people calling in at one time. They have the link, so they can call in anytime if you have started the call.

The Skype info is specific to your Skype login, so it won't ring on each iPad.

The logins are already in and saved, but in case you need them:

Community Care iPad Skype Login:

Themountcc@outlook.com

Mount2020

Skype code that families receive: <https://join.skype.com/Shlxp4iAjnXe>

St. Dunstan's iPad Skype Login:

themountsd@outlook.com

Mount2020

Skype code that families receive: <https://join.skype.com/PzmPDq99Iecn>

Hilltop iPad Skype Login:

themountht@outlook.com

Mount2020

Skype code that families receive: <https://join.skype.com/TBhR6ERlcgkK>

Carriage House iPad Skype Login:

themountch@outlook.com

Mount2020

Skype code that families receive: <https://join.skype.com/GwNal2KpTU8A>

Google Hangouts:

For the Samsung Tablets or the iPads, Google Hangouts is an option for anyone with a gmail address.

Each tablet has it's own login for google hangouts:

St. Dunstan's:

sdthemount@gmail.com

Mount2020

Hilltop View:

themountht@gmail.com

Mount2020

Carriage House:

themountch@gmail.com

Mount2020

Community Care:

ccthemount@gmail.com

Mount2020

Open the Hangouts app and use the + button to add a contact to call. Enter the person's gmail address if they are not in the contacts. Then, at the top right hand corner of the screen, hit the video icon to video call.

If you miss a call or think you missed a call, go to settings → Invitations. You will see the people who tried to call you but may have been blocked if you have never called them before.