



# Staying connected

## with Glenrose Court

### Booking a telephone call

For residents who don't have a phone in their room, this is a great way to keep in touch.

- Call Glenrose Court Reception on 8379 1449 between 8.30am – 4.30pm weekdays
- Book a time for your call. You will be given a phone number to call. This is a one-off phone number not to be used at other times
- Call the provided phone number at the scheduled time
- A Life Care team member will take the phone to the call recipient and stay with them to help if needed
- You can chat for **up to 15 minutes**.

If you are calling the resident's own phone, you may like to book a time so that one of our team members can be with the resident when you call and can assist if needed.

If you want to provide your own mobile phone to the resident, you can, it will just need to be tested and tagged by Life Care.

### Booking a Skype or FaceTime call

Life Care is providing our residents with access to iPads so they can video call via Skype or FaceTime.

- Call Glenrose Reception on 8379 1449 between 8.30am – 4.30pm weekdays
- Book a time for your call and obtain the Skype or FaceTime details. (Skype or FaceTime calls are available between 9.30am to 4.00pm weekdays, and between 10.30am to 2.00pm weekends.)
- Get help to set up Skype/ FaceTime if needed
- At the scheduled time, a Life Care team member will take the iPad to the resident
- You can then video-call the resident at the scheduled time and chat for **up to 15 minutes**.

You are welcome to provide the resident with a tablet or other smart device that is 3G/4G enabled for video calling. We ask that you book a time to call the resident so that we can be present to assist if needed.