



Residents and Representatives
The Salvation Army Aged Care
Residential Aged Care Centres

Thursday 16 April 2020

Dear all,

We understand that this is a difficult time for residents and family members who would like to spend time together and cannot, due to the restrictions around the COVID-19 pandemic that have been placed on visitors to aged care facilities.

While these restrictions are absolutely necessary for your safety, we also acknowledge that it is important to maintain face-to-face contact with your loved ones for your overall mental and emotional health.

As a result, we are offering one-to-one video calls for residents with their loved ones. As you may know from our video Question and Answer sessions, we have previously used Zoom. For one-to-one calls, we would like to use a different platform, which provides an added layer of security. This platform is called VSee, and the instructions on what you need to do are attached to the following four pages.

Please read these instructions and let your Centre Manager know if you have any questions around this. Please get in touch with your Centre Manager to schedule a time with you and your loved ones for a call, should you wish to take advantage of this new offering.

In the meantime, and as always, if you have any feedback about this process, please feel free to send me an email at Richard.deHaast@salvationarmy.org.au.

Best regards

Richard

Richard de Haast
National Director
The Salvation Army Aged Care



VSee - Video Conferencing Instructions for Relatives

We're excited to offer an additional option of connecting with your loved one at The Salvation Army Aged Care Centre through scheduled video call services or VSee. VSee is particularly good for residents who do not have a personal communications device such as a smartphone, iPad, laptop etc. and/or need assistance in using video call services.

The VSee platform is free, easy to use and unlike most other free apps in the market, VSee **is secure**. Once the VSee messenger app is installed on your device, **we will call you at the agreed scheduled time and you just need to be ready to answer!**

The functionality and process of registering is similar to most other messenger apps such as Facebook messenger, WhatsApp, Viber etc.

Note:

1. You will be sent an invitation to register with VSee
2. You will need to download the VSee messenger app (this is free of charge)
3. You will need an email account and will be prompted to enter a password to sign in. This password can then be saved in your browser so that you are not prompted for a sign-in and password every time you want to use VSee.

You will need to do the above only the first time you use VSee on a new device (desktop, laptop, smart phone, tablet etc.).

Let's get started:

Step 1: Make the appointment

If you wish to stay in touch with your loved one via VSee, please contact the centre team, book a time and share the email address that you will be using for video conferencing.

Step 2: Look out for the VSee invite

You will receive an email invitation to connect on VSee.

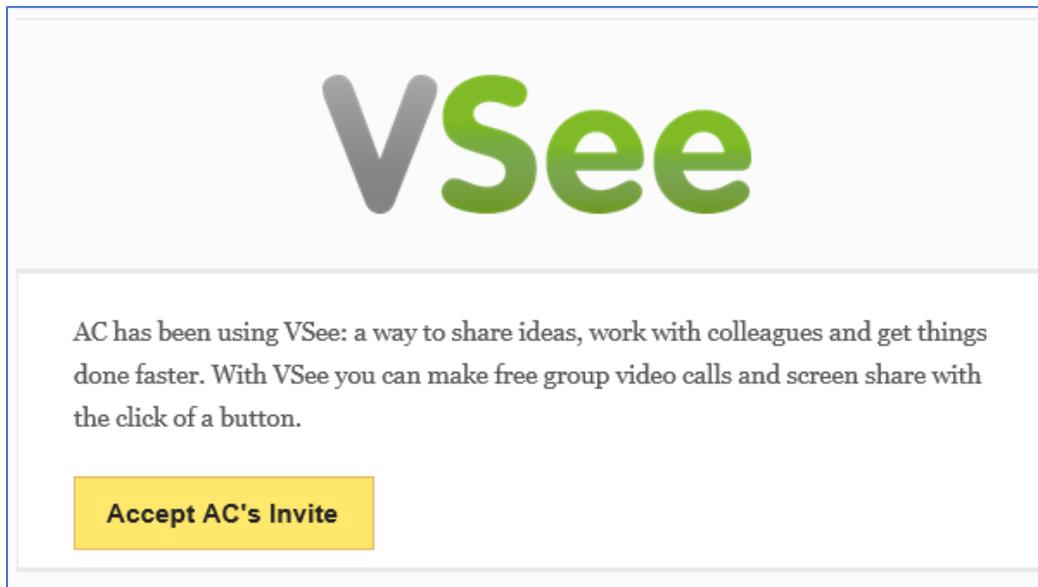
The email will be from VSee with the subject line stating that your respective aged care centre wants to connect with you on VSee.

Note:

- If you don't see the invite, please also check your spam folder.
- For clarity, this invitation is just to enable VSee to setup on your device and not an invitation to attend any actual video call session.

Step 3: Accept the Invite

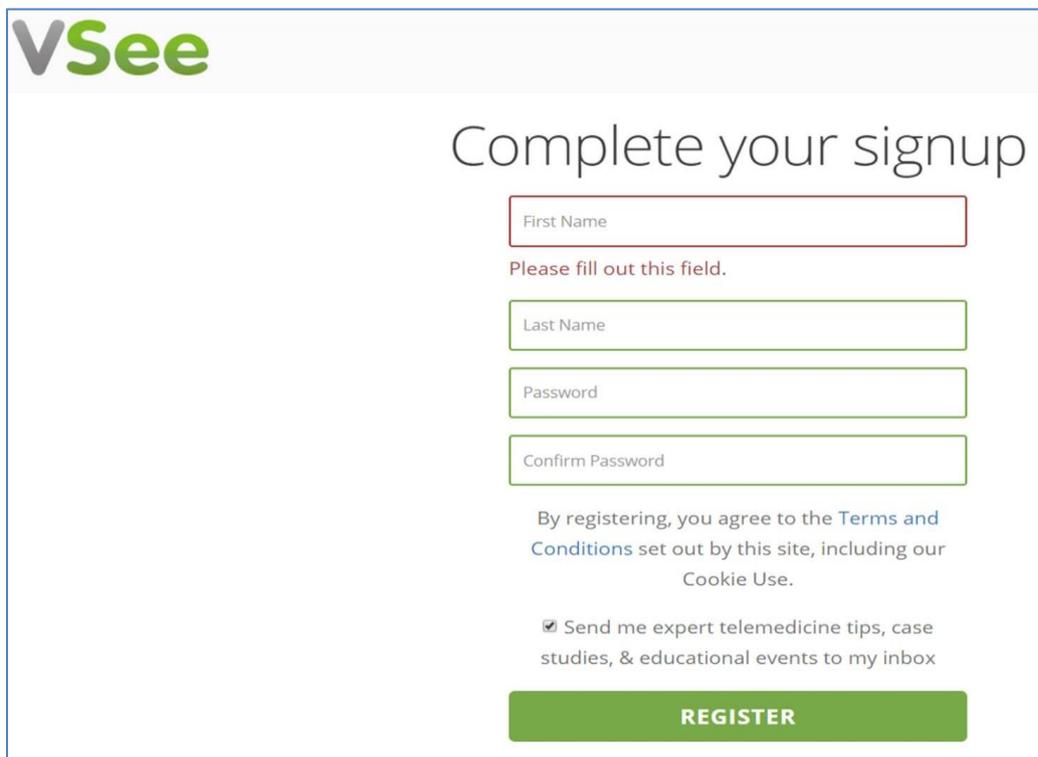
Open the email. You will see a screen like the one below with invite from your respective centre.



Click on the “Accept Invite” (yellow button)

Step 4: Register and create a VSee account

Once you click on “Accept Invite,” you will be taken to a VSee registration page.



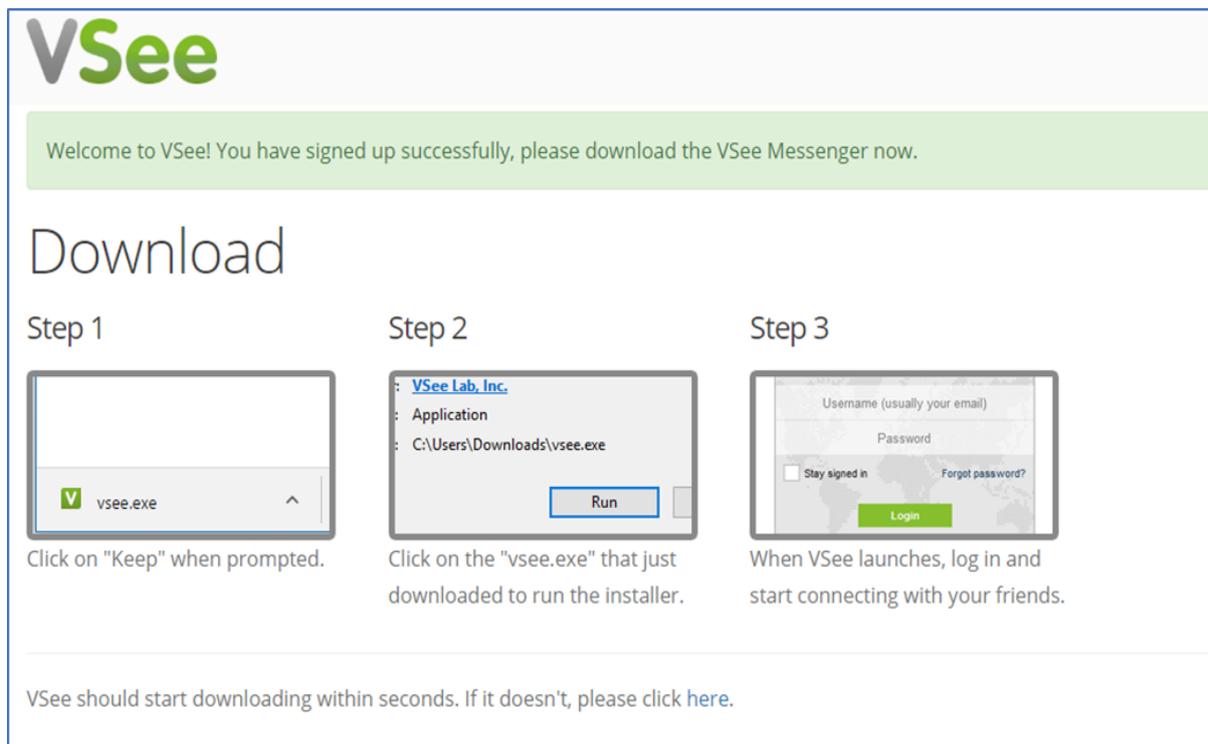
Enter your name, select password, press enter to complete the registration process.

Step 5: Download the VSee app

If you are using a desktop computer or laptop:

The system will prompt you to download the VSee messenger. A screen like the one below will give you 3-step instructions on installing the app.

Note: if you are using Google Chrome as your default browser, the app downloads automatically.



If you are using a smartphone, tablet or other mobile devices:

The system will take you to the app store to download the VSee app.

Step 6: Check that the app is installed

Check that the app is installed - you will see the icon below on your Desktop or Smartphone screen.



Step 7: Now you're ready to receive the video call!

At the scheduled meeting time, the staff assisting your loved one will call.



You just need to ensure that you're signed on (easiest option is to never sign out), have your device close by and ready to accept like any other normal phone call. Please ensure that the mike is unmuted, and video is on.

Other considerations:

- At the scheduled time, check that you have good internet connection and that the environment is quiet and setup for clear communication.
- Due to the centre device being booked and shared with other residents, **we will start the video call (Please do not initiate the video call from your end).**
- **Note:** this app is easier to install on a smartphone than a PC/laptop.

At this stage our limitations for this service are:

- A video call maximum time limit of 30 minutes
- The quality of the video call is dependent on the internet performance of all parties involved and therefore there is no guarantee that it will be flawless. Please ensure your connection is strong where possible.
- Residents will use a Salvation Army Aged Care tablet device that is shared but will be thoroughly cleaned before each resident uses it.