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## MEDIA RELEASE

### Infinite Care harnesses technology to keep residents connected

When government restrictions on visitation had to be put in place for all aged care facilities, Infinite Care had to think on their toes. Some existing technology was already in place to ensure their residents could stay closely connected to families and friends, but during a time without precedent they knew they needed more.

Infinite Care pride themselves on being innovative and tried to think outside the box for the best solution. In response, they recruited Connection Coordinators at all their sites. These specialised team members focus on connecting and facilitating video or audio calls for families, or working out alternate ways for families to connect according to their needs or preferences. The video and audio calls are easily booked online and the Connection Coordinators are also there to empower residents to feel comfortable using technology. They spend time helping families set up their own devices ready for the calls, and they show both parties the possibilities that modern technology affords.

The response from families and residents to this initiative has been overwhelmingly positive, with majority of first time users making multiple future bookings to stay in regular touch with their loved ones in care. Staff have been touched to witness smiles all round when families and residents see each other on screen after time apart and some residents report being genuinely shocked that we live in an age where this technology is possible.

Two sisters from the Netherlands had not seen their brother in 64 years and were so buoyed at the experience saying, *"Thank you for making it possible for my sister and I to finally see our brother again via video call. It has touched us deeply as we want to share the time that we can as often as possible. He likes best that we sing old Dutch songs for him. Thank you again for all your support in making this possible. There are again three happy people on earth."*

Some Infinite Care homes have also adapted their approach to facility tours by creating a personalised video tour option that takes prospective families around the facility via video, providing a more convenient option that keeps everyone safe.

Infinite Care are continuously monitoring the current situation and reviewing and amending policies as needed. Their priority continues to be the health and safety of residents and ensuring they are protected at all times from any threat of COVID-19 infection entering their homes.

-ENDS-

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