

The Inter-Mountain

ERCC creates a 'window' for loved ones to connect



Submitted photo With visitation suspended as a precautionary measure at the facility, Elkins Rehabilitation & Care Center has created a 'window' for loved ones to connect during the COVID-19 pandemic.

ELKINS — With visitation suspended as a precautionary measure at the facility, Elkins Rehabilitation & Care Center (ERCC) has created a “*window*” for loved ones to connect during the COVID-19 pandemic.

Recognizing the importance of visitation, ERCC Administrator Tara Shaver and other team members are creatively connecting residents and loved ones through a closed window with the help of a phone. Residents can both see and hear their family and friends while enjoying some quality one-on-one time with this resourceful solution during an unprecedented crisis.

“We understand that visitation is so important to the emotional and physical health of our residents and their loved ones,” Shaver said. *“We want them to be able to continue these visitations with as little disruption as possible during this trying time.”*

Residents are brought to a window where they can see their visitors. A phone is then provided so residents can talk without any increased risk of exposure. *“We’re dedicated to creating a safe, healthy and happy environment,”* Shaver noted. *“Our window program is striking a balance between protection from the virus and the transcendent benefits of visitation for our residents.”* Window visits may be scheduled by calling ERCC at 304-636-1391.

ERCC is also utilizing other forms of technology to help residents connect while visitation suspension is in place. FaceTime is an option for those with the app. ERCC staff members have also set up two Skype stations in the facility. Photos of residents with messages written on a dry erase board have also been posted to the facility’s social media accounts.

“Social distancing does not mean that we have to socially distant from those that we love,” said Shaver. *“I am proud of our staff’s creative efforts to utilize the technology and resources that we have on hand to keep our residents connected with their family and friends,”* Shaver said. Anyone wishing to schedule a Window, FaceTime or Skype visit with a resident may call 304- 636-1391 and ask to speak with the loved one’s nurse who will assist with coordinating the details of the visitation. But as always, residents may still be reached through a traditional telephone call.