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COMMUNICATION METHODS (UPDATED DECEMBER 30, 2020)

1. Family members may contact the facility at 304.636.1391 and ask to speak to the nurse caring for their loved one. An update on your loved one will be given over the phone. Also, you may ask to have the portable phone be taken to your loved one to speak with them;
2. If your loved one has a smart phone available with FaceTime, you may call them to FaceTime with them;
3. Skype – Has been set up in two ERCC locations. Please call the facility at 304.636.1391 and ask to speak with your loved one's nurse. Request that you would like to Skype with your loved one. The nurse will direct staff to take your loved one to the appropriate Skype location. Contact your resident through Skype using the email addresses below:
 - a. Intermediate (non-Rehab) Resident – Use Tech1@ercc.biz
 - b. Rehab Unit Resident – Use Tech2@ercc.biz

For more COVID-19 response updates, visit our website at www.ercc.biz