

Using the Phone Activity

RESIDENT IDENTIFIED USING THE PHONE IN PRIVATE AS A PREFERENCE



Supply Check-list



Assistive devices, as needed:

- Resident's glasses or magnifying glass, hearing aids, walker, or other assistive devices



Phone



Address/Phone Book/Phone Number(s) of resident's friends and family



Feeling Faces Emotion Assessment form



Activity Introduction

[APPROACH] Approach the resident from the front, on eye level, and smile.

[GREET] Greet the resident using their name.

[INTRODUCE] Introduce yourself using your name, and point to yourself.

[ASK] Ask how the resident is doing today.

» Say: "How are you doing today?"

[ASSESS] Complete the '**before**' portion of the Emotion Assessment form.

» Say: "Which face shows how you feel right now?"

» Do: Present the resident with the Emotion Assessment '**before**' Feeling Faces.

[RESPOND] Respond to and validate their response.

» Say: "So glad to hear you're well today." or "I'm sorry you're not feeling well."

» Do: Address the person's needs, if applicable.

Activity Questions

Question Suggestions:

- Do you like talking on the phone?
 - What is your favorite part about talking on the phone?
- Who is your favorite person(s) to talk on the phone with?
- Did you used to talk on the phone often?
- What type of phone do you like to talk on?
- Do you enjoy video calling?
- What did your first phone look like?

Activity Instructions

[INTRODUCE] Introduce the personal care activity.

- » Say: "I know it's important for you to use the phone privately. Would you like me to help you make a phone call today?"
- » Do: Show the resident the materials you will be using and explain how they work, if needed.

[CHOICE] Ask the resident where they would like to make a phone call.

- » Say: "Where would you like to make a phone call? We can go [list available places]."
- » Do: List the available places.
- » Variation: If more help is needed, only present 2 places at once, as to not overwhelm the resident. If they are unable to choose, then pick one that aligns with the resident's preferences.

[CHOICE] Ask the resident who they would like to call.

- » Say: "Who would you like to call today?"
- » Do: Give the resident their address book and/or list people they can call.
- » Variation: If more help is needed, only present 2 people at once, as to not overwhelm the resident. If they are unable to choose, then pick one that aligns with the resident's preferences.

Activity Instructions continued

[BEGIN] Begin making a phone call with the resident.

[OFFER] Offer to assist the resident with the phone call while still giving them privacy, if needed.

- » Say: "I will be over there so you have privacy, wave or call my name if you need help making the call."
- » Do: Make sure that the person they are calling picks up the phone, that they can hear, and either you or the resident introduces themselves.
- » Do: Gesture where you will be during the phone call.
- » Do: Stand far enough away to give resident privacy but close enough to assist the resident if needed.

[ASK QUESTIONS] See question card for ideas.

* If the resident is struggling with the activity, simplify questions and/or engage more with sense (see next page).

Using the Senses

[SENSE] Engage the resident by using prompts, such as questions or gestures, relating to the five senses. Encourage the resident to **see**, **touch**, and **hear** during the activity, for a sensory experience.

(Tip: Participate with the resident, you can answer these questions too).

» **See:** Encourage the resident to look at the phone.

"What do you think of the phone? Does it look different from how you remember?"

» **Touch:** Encourage the resident to touch the phone.

"What does the phone feel like? Do you like that feeling? Can you describe it?"

» **Hear:** Encourage the resident to listen to the person's voice on the phone.

"What does the person sound like? Can you describe them? Were they happy to hear from you?"

Activity Closing

[THANK] Thank the resident for doing the activity with you.

[ASK] Ask for feedback:

» Say: How did you feel about using the phone today?

[ASSESS] Complete the '**after**' portion of the Emotion Assessment form

» Say: "Which face shows how you feel right now?"

» Do: Present the resident with the Emotion Assessment '**after**' Feeling Faces.

[ASK] Ask if the resident needs anything before you leave and wipe down materials before storing the supplies.

great job!

