

**VIRTUAL VISITATION EFFECTIVE MARCH 20**

We understand that connecting with loved ones is incredibly important, and there are a variety of other ways you might consider maintaining contact with those you care about. These ways include, but are not limited to, telephone, email, text, or through Facetime, Skype or Facebook. Sterling Village will be implementing a Virtual Visitation program as follows:

- Those wishing to speak to their loved one via **telephone** may they call them directly on their personal cell phone if they have one. Otherwise, you may call **978-422-5111** and either
  - Ask to be transferred directly to their room if they have a room phone, or
  - Ask the unit desk if your loved one is available to speak. Every effort will be made to accommodate your phone call.
- Those wishing to send a message to their loved one via **email** may do so by sending an email (with the recipient's name in the subject line) to [sterlingvillageresidents@gmail.com](mailto:sterlingvillageresidents@gmail.com)
- Those wishing to contact their loved one's via our website may visit [www.Sterling-Village.com](http://www.Sterling-Village.com) and utilize the “**Message To Family**” option
- We will print all emails and deliver to the recipient as soon as possible but no later than the same business day.
- If your loved one has their own personal email address and is able to independently check their email, they may use the computer available in the private living room.
- Those wishing to schedule a **virtual video visit** must call the front desk between the hours of 9am and 7pm to schedule a time.
- Virtual visits are available 7 days per week from 10am through 2pm and 5pm through 7:30pm.
- Virtual visits are requested to be no longer than 10-15 minutes so that everyone has the opportunity to utilize this service.
- The free online programs being used for this service are Skype and Facebook Messenger.
  - You can download the Skype program by visiting [www.skype.com](http://www.skype.com) and follow the instructions for your device
  - If you do not already have a Facebook account, you can download the Facebook Messenger program by visiting [www.messenger.com](http://www.messenger.com) and follow the instructions for your device
  - To contact us via Skype please use “**Sterling Village**” as the contact (you will see our logo)
  - To friend us and contact us via Facebook Messenger, please send a friend request to “**Sterling Resident Calls**”
- We will call you immediately prior to initiated the call to make sure you are connected.
- Please do not call us until we call you as the device may be in use or unattended.

**EMAIL:** [sterlingvillageresidents@gmail.com](mailto:sterlingvillageresidents@gmail.com)

**WEBSITE:** [www.sterling-village.com](http://www.sterling-village.com) and select “message to family”

**FACEBOOK MESSENGER USER NAME:** **Sterling Resident Calls** (look for logo)

**SKYPE USER NAME:** **Sterling Village** (look for our logo)

YOU MUST USE THE “**STERLING RESIDENT CALLS**” FACEBOOK ACCOUNT TO USE  
MESSENGER FOR CONTACTING YOUR LOVED ONE.  
THE STERLING VILLAGE REHAB ACCOUNT IS WILL NOT ACCEPT VIDEO CALLS