



# VIRTUAL VISITING

## **WHAT IS IT**

Virtual visiting allows family members to visit with their loved ones during a no visitor or quarantine situation. Family member can utilize an application on their computer or cell phone and have a video session with their loved one staying at our facility. At this time our facility will be exclusively utilizing Skype for our virtual visiting.

## **HOW TO SET UP A VIRTUAL VISIT**

1. First you must ensure you have a Skype account and have Skype installed on your home computer or cell phone. If you need help getting setup with Skype, view our Skype Setup Instructions on the back.
2. Next, contact the Therapeutic Activities (TA) office to schedule a day and time with a staff member for the virtual visit with your loved one. You will need to provide the cell phone number or email address associated with your Skype account. Therapeutic Activities may be reached at 517-381-6167.
3. Finally, be on your computer or cell phone at the virtual visit time and be available to receive the video call. Our staff will call your device using the number or email address that you provided.

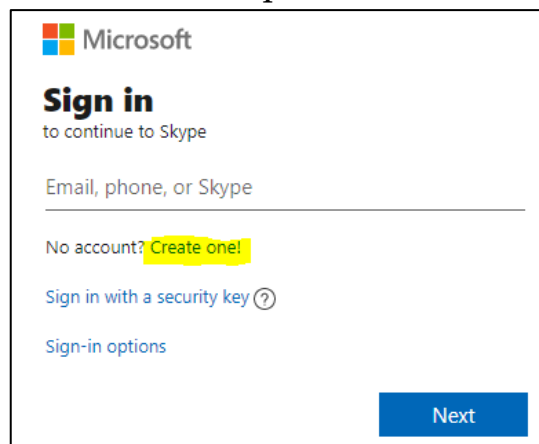
### NOTES:

- Skype is a free video service and is classified as a 3<sup>rd</sup> party vendor
- We cannot guarantee 24/7 virtual visit times due to staffing limitations
- Due to the COVID-19 restrictions, virtual visiting may have time limitations
- ICMCF cannot guarantee a perfect service since internet services, network loads, and application constraints are out of our control



# Skype Setup Instructions

1. Open your web browser (IE11, Edge, Chrome, etc.) and navigate to: [www.skype.com](http://www.skype.com) .
2. Click on the Download Button.
3. Depending on what device you are putting Skype on click either “Get Skype for Windows” for your desktop computer or click on the Apple or Android stores to download the appropriate app.
4. Once downloaded and installed, open your application and choose the option to Create one! Next to the “No account?” Option.



5. Follow the prompts to create your account using your cell phone number or email. This is the cell phone number or email address that you will provide when scheduling your virtual visit.

## NOTES:

- Review all Skype agreements, Skype is in no way affiliated with ICMCF.
- ICMCF will not answer any calls from our Skype account. We only place calls.
- While Skype has premium pay for services, you DO NOT need to purchase any items in order to utilize ICMCF virtual visits. The free version is all that's needed!