



Our Lady of Prompt Succor Nursing Facility

954 East Prudhomme Street • Opelousas, LA 70570

337-948-3634 • Fax 337-942-8279

www.promptsuccor.com

July 20, 2021

Dear Families and Friends of our Residents,

While we continue to deal with the challenges of COVID and changing regulations, we want to share some information with you about visiting at PSNH.

- **All visits must be scheduled.** Please call the reception desk (337-948-3634) and speak to our receptionist, Ms. Suzette, to schedule your visit.
- **Visiting is allowed Monday - Friday, 9:00 AM - 4:00 PM.**
- Whether you are visiting inside or outside, masks are to be worn at all times.
- Visitors must be screened at the front entrance and your pertinent information has to be recorded in the visitor log. After you are screened, use hand hygiene, and a staff member will assist you to the appropriate visiting area.
- Your visit is usually limited to 30 minutes except in the case of extenuating circumstances such as a significant change in the health of your loved one. Please abide by the time limit of 30 minutes and exit from the front entrance and sign out in the visitor log.

We are limited as to the number of additional people beyond staff members that we can allow in the facility at any given time so we must monitor and control these numbers.

A few suggestions during the visit:

- Limit visitors to 1 or 2 people at a time. Too many people can be overwhelming.
- Keep your tone and body language friendly and positive.
- Speak in a calm and reassuring tone.
- Make eye contact and stay at their eye level.
- Introduce yourself even if you're sure they must know you. "Hi grandma, I'm Joe, your grandson."
- Speak slowly and in short sentences with only one idea per sentence. For example: "Hi Mary. I'm Jane, your friend." or "What a beautiful day. The sunshine is nice, isn't it?" or "Tell me about your daughter."
- Give them extra time to speak or answer questions, don't rush the conversation. Their processing time has diminished.
- Use open-ended questions because there are no right or wrong answers.
- Be ok with sitting together in silence. They may enjoy that just as much as talking.
- Follow their lead, don't force conversation topics or activities.
- Validate their feelings. Allow them to express sadness, fear, or anger.
- Enter their reality. Go with the flow of the conversation even if they talk about things that aren't true or don't make sense.
- Share and discuss memories of the past. They're more likely to remember things from long ago.

- Come prepared with an activity, like recent family photos, something to read out loud, a photo album, or some of their favorite music to enjoy together.
- If you and the resident are fully vaccinated, the resident can choose to have close contact, including appropriate touch and hugs.
- Reassure the resident that you will return to see them but refrain from giving a specific day and time so they won't be disappointed if you are not able to come.
- *Don't say "do you remember?" This can cause frustration, anger, or embarrassment.*
- *Don't argue. If they say something that's not correct, just let it go.*
- *Don't point out mistakes. It just makes them feel badly and doesn't help the conversation.*
- *Don't assume they don't remember anything. Many people have moments of clarity.*
- *Don't take negative or nasty things they say personally. The disease may twist their words or make them react badly out of confusion, frustration, fear, or anger.*
- *Don't talk down to them. They are adults and not children.*
- *Don't talk about them with other people as if they're not there.*

Remember that emotion often lasts longer than memory. Sometimes, people think that visiting is not important because the person may not remember. Research has demonstrated that it is not just the memory that matters; it is also the emotion created by a positive visit. The positive emotion from an encouraging and supportive visit can last much longer than the specific memory of the details of the visit.

Music can assist in fostering a positive visit. The impact that music has on residents cannot be ignored. In fact, music is now being used in care facilities across the globe as a form of potential therapy. The documentary "**Alive Inside**" captures this connection — offering highly moving and inspiring scenes of how music has the ability to 'awaken' dementia residents, offering them a moment of hope and clarity. If you have not seen the documentary, take the time to view it and the next time you visit, put together a play-list of meaningful songs so that you can experience together the power of music. When heard by residents, it appears as though memorable songs have the ability to reach damaged portions of the brain that other forms of communication simply cannot. This can offer them pleasure and a sense of short-term identity.

We hope that you and your loved one enjoy your visits together.

Let us remain united in prayerful support,

Michael Purser, Administrator

Brandie Perry, Assistant Administrator