

Live Video-Chat Tours

See a long-term living facility without stepping foot inside.

The process for choosing a place for long term care can include touring several facilities in person before making your final decision.

But with the current virus, your busy life, and the effort involved just to travel, sometimes seeing a facility in person is quite impractical. That's why the Elder Care Channel now offers virtual facility tours — live video-chat tours with an ECC representative, so you can see a facility you're interested in, no matter where you are.

But can you really see a long-term care facility without stepping a foot inside? This guide will help you know the things to look for so you can start touring facilities you want to see today.

What is a live video-chat tour?



Instead of touring a long-term care facility in-person, a facility tour is conducted through live video chat with your ECC representative and the manager of the particular facility you'd like to see via a web conferencing app.

While the long-term care manager will physically be in the facility you want to see, thanks to technology, you can be at any location that's most convenient for you. The Elder Care

Channel representative can also accompany you to help answer any questions. Using your phone or computer, you'll be able to interact with the manager and the Elder Care Channel representative and the as they guide you through the floor plan of the facility, respond to your requests. You can ask the

manager, who will be using their cell phone to move about the facility, pan left or right, or "zoom" in to get a better look at certain areas, answer any questions you may have, and provide their detailed and honest feedback of the facility.



Another advantage to doing virtual-chat tours is that you will be able to address this step faster and more efficiently. While long term care availability is getting scarcer as more and more retirees are looking for placement, you can keep one step ahead.

Although touring via video chat does make the process more convenient, it's

important to note that there are always unknowns in this process, which are magnified when you haven't toured the facility in-person. If possible, we recommend you consider seeing a facility in-person before making your final decision.

FAQs

What if the cell connection is too poor for a video call?

If your cell phone connection is too poor for the video call, let your representative know and they will make other arrangements or reschedule the tour if necessary.

Can multiple video-chat tours be done on the same day?

Yes, you can virtually tour multiple facilities with your representative on the same day. Once you've finished your initial tour, your agent will give you an estimate on how long it will take them to get to the next house. Once they arrive at the next facility they will start the video chat again.

How to request a video-chat tour

Once you've found a facility you'd like to tour via video you can book a tour instantly from Elder Care Channel.



Step 1: To book a tour, click the "Tour via Video Chat" button next to the facility you're interested in seeing.

Step 2: Select your preferred date and time.

Step 3: Currently we will use Zoom.Com for the tour.

Step 4: Once you submit your request, an Elder Care Channel representative will be in touch shortly to

confirm your live video tour. You can schedule live video-chat tours for as many facilities as you'd like.

Things to look for when doing a video-chat tour:

Because you won't physically be in the home while touring it, your agent will be your greatest resource. Not only will they be sharing their honest opinion about the property - pointing out unique characteristics and highlighting flaws - but they will also be testing different home features on your behalf.

Here are a few things to ask the facility manager during your live video-chat tour:

- Open and shut the cupboards
- Flush the toilets
- Test the light switches
- Point out under-the-radar features, like windows that are painted shut
- Listen for noise levels inside and outside of the home
- Measure rooms, entryways, closets, etc.
- Test the water pressure
- Ask them to note any odors
- Explain where rooms/features are in relation to one another (distance to elevators/stairs/dining)
- Share neighborhood insights and proximity to neighboring stores

What else should you make note of and which questions should you ask?

In addition to the facility itself, don't forget to consider the home's surrounding area. If possible, visit the area do additional research about it online. Try to understand the character of the neighborhood and if it fits what you're looking for. Is it lively or quiet? Is there shopping and dining nearby? How are the parks? Additionally, you could look at nearby homes' Walk Score®, Bike Score®, and Transit Score® .



or

What to do after the video-chat tour



Virtual tours are a great tool to help you prioritize which facilities you want to see further. If you love the facility you toured on video, you can get in touch with a your representative right away to schedule an in-person tour at that facility, or if you wish, you can consider working directly with the facility manager to start the paperwork.