

Useful Links and Telephone Numbers

Alzheimer Society of British Columbia:
www.alzheimer.bc.ca

First Link Dementia Help Line:
1-800-936-6033

South Asian Dementia Help Line:
1-833-674-5003

Safely Home Programme:
1-855-581-3794

For more information
on the iPad Project

[https://www.vchri.ca/
ipad-project](https://www.vchri.ca/ipad-project)



Making better
decisions together
with patients
and families

This brochure was produced by the Vancouver Coastal Health iPad Research Team, comprised of people living with dementia and family caregivers, physicians, nurses, and affiliated clinicians at Vancouver General Hospital and Richmond General Hospital.



Tips for Creating a Personalized Family Video Message



The Vancouver Coastal Health iPad Research Team gratefully acknowledges funding support from the Alzheimer Society of Canada.

Why Record a Personalized iPad Video Message?

Research has shown that using personalized iPad video messages with people living with dementia improves hospital care.

While the iPad is not intended to replace one-to-one care, the use of iPad video messages pre-recorded by family members and caregivers can provide reassurance throughout care. This helps to:

- relieve anxiety that people with dementia may have when asked to do certain tasks (e.g. take medications, dress or undress, bathe, etc.); and
- enhance the quality of medical care by lowering the stress and agitation people with dementia may experience in the hospital

You, as a family member and/or caregiver, are able to personalize these messages by speaking in the language and tone s/he would know and recognize.

With a familiar tone, your message “sets the scene” for the person to be more relaxed and listen to your message when you cannot be at the hospital.

Your Notes:

Creating a Personalized Message

(1) Preparing to Record Your Message:

Staff will speak to you about the type of message(s) they would like you to record. It may be helpful for you to write down your message first, so that you have a clear idea of what you want to say.

You can use your own iPad, or the video function on your cell phone, to record your message at home. If you wish to record your message immediately in the hospital, please talk to staff about using a quiet area.

(2) Recording Your Message:

If you do not have anyone who can record you making your iPad message, please position the iPad so that your full face will be visible in the video.

Look directly into the iPad camera, and speak in a conversational tone as if the person is in front of you.

Use the greeting that you would normally use (e.g. “Hi Mom, this is . . .”).

Keep the message short and direct, and avoid complicated instructions. Above all, use a friendly and familiar tone of voice. Reassure and be positive