



moments
that matter

Cisco Webex

Common questions

Q: What is a virtual visit?

A: The virtual visits take place over our videoconferencing tool, Webex. This allows you to stay connected with your loved ones, in addition to the face-to-face visits we offer.

Q: Why would I schedule a virtual visit?

A: We are thrilled to offer our residents the opportunity to connect with their loved ones more frequently and offer their families more flexibility.

Q: What technology do I need?

A: Mobile device, laptop or tablet, the internet, the Webex app.

Q: How will my loved one join the visit?

A: We have staff on hand to ensure they can join the meeting successfully and standby for assistance if needed.

Q: How do I schedule a visit?

A: Call us to set up a time that works for you and your loved one. We will send you a confirmation email, which includes details on how to join and have a great visit.
