

KENDALL GAZETTE

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Connecting Communities

The Palace Gardens uses new tech to connect residents and families

BY KERRY PHILLIPS

Despite these uncertain times when visitors are restricted from assisted living and memory care communities, residents at The Palace Gardens in Homestead are enjoying being connected with their loved ones.

Through the use of innovative technology of the Eversound, an engagement and amplifying service, residents can visit their loved ones via the community's glassed lobby using headphone equipment.

According to Viviana Simoes, director of Sales & Marketing, the thickness of the glass in the community's entry foyer presented difficulty for residents when families wanted to visit.

"Many of the residents simply couldn't hear their loved ones well enough to have a meaningful conversation," she explained. "We tried cell phones with their speaker, but this took away a family's privacy and intimacy and for someone with a hearing impairment, increasing volume wasn't a solution."

Visits to residents in the memory care neighborhood were even more difficult. Often the residents have some form of dementia and were confused and unable to manage holding a phone. A caregiver needed to assist with each visit.

The Eversound system is proving to be a wonderful solution. It includes headphones that both visitors and the resident wear and a transmitter. The resident is on one side of the glass lobby entrance and the guests are safely on the other. The equipment is antimicrobial and is cleaned after use and returned to a charging



The Eversound system includes headphones that both visitors and the resident wear and a transmitter. The resident is on one side of the glass and the guests on the other.

(Photo courtesy Eversound)

station. The headsets' volume can be adjusted to match the need of a listener.

This long-range wireless listening system supports physical distancing while connecting residents with their loved ones despite visitation barriers.

"The improved quality of the surround sound experience provided by the headsets helps someone concentrate on seeing and listening to a person," explained Jennifer Almodovar, CTRS (Certified Therapeutic Recreation Specialist), the community's memory care activity director.

The Palace Gardens in Homestead is the first assisted living and memory care community to use Eversound in Miami-Dade County. Since introducing the subscription-based communication system in August, residents' families are eager to try it out.

"The training is very easy and our team includes our concierge, front desk staff, managers and caregivers who have quickly grasped its use to assist residents and visitors," Almodovar said. "Using this system has truly impacted our resident's quality of life. You can tell as soon as you see their faces light up what a difference this is making."

ABOUT THE PALACE GARDENS

To learn more about The Palace Gardens and its innovative care for assisted living and memory support, call 305-247-0446 or visit www.thepalace.org/palace-gardens.html. The Palace Gardens is located just off Campbell Drive, across from Homestead Baptist Hospital.