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A brief history..."

To reduce the social and emotional isolation of its residents, Ste. Anne's Hospital wanted to use the technology available for residents to "virtually" meet their loved ones through video conferencing. Since the fall of 2011, residents can Skype with loved ones. This practice is designed to enrich the quality of life for residents and their families. The use of technology in a geriatric and psycho-geriatric setting is an unusual and innovative practice in long-term care

The social isolation of older people is a phenomenon that we witness daily in the field. It is also well known and documented in the literature. "Teleconferencing" and Internet use are recognized as effective strategies to reduce the social isolation of older people (Findlay, R. 2003, p. 654). Furthermore, Findlay and al. 2003 identified studies that showed links between social isolation of the elderly and the rate of mortality and morbidity, hypertension, depression, suicide, and cognitive deficits. Skyping sessions will therefore provide as much benefit with moments of pleasure and well-being as well as being & health-enhancing activity.

Loss of faculties related to aging, geographical distance of relatives, declining mobility and the limitations of existing communication tools (e.g. the phone is subject to long distance charges, it transmits only the voice, etc.) are all factors exacerbating isolation. Skype sessions make it possible to overcome such difficulties by restoring a multi-sensory human interaction, beyond geographical distance.

Skype sessions may also take the form of a therapeutic activity using multi-sensory stimulation and reminiscence, in favor of maintaining cognitive function. To this end, the sessions are designed to meet the specific needs of our residents with cognitive and sensory loss and who are unfamiliar with the use of IT. For example, the selected computers have a 17.3-inch widescreen and provide an optional headset to limit interference in the conversation of the resident. In addition, we use laptops and wireless network cards so that meetings can be held in the place and time that the resident prefers. The staff can also help residents who feel the need, and offer support to families if necessary.

Implementation of a pilot project was first proposed in September 2011 with eight residents (average age 89 years) and 15 external stakeholders united by various kinship (grand -children, children, cousins, etc.) and spread over three continents (North America, Europe and Asia). This preliminary assessment defined both the needs, challenges (e.g. technology use by the elderly) expectations of residents and their families and issues (e.g. privacy and confidentiality during sessions) all of which were taken into account.



Results!

We evaluated the benefit and satisfaction of these early users using a survey. The results showed that they were all satisfied (100%) with the new medium, they all recommended this practice to others and all found the means of communication was effective in reducing social isolation. In addition, all users were satisfied with the quality of the virtual contact. Despite occasional technical problems (related to access to the Internet and audio-video quality sessions), the level of satisfaction with the technology was 92%.

Based on the excellent results obtained, it was recommended to implement the practice throughout the hospital as a whole. These results, combined with our knowledge of the needs, expectations, challenges and issues surrounding this practice, made it possible to easily obtain a financial partner in the project: Ste. Anne's Hospital Foundation readily accepted to finance the purchase of 3 additional laptops.

Thus the possibility of Skype is available to all residents of Ste-Anne's since 2012. This opportunity is coherent with the multisensory stimulation approach that our organization values since 2002.

And to continue...

To ensure the sustainability of this practice, we must talk about it, make it known through advertising, distributing pamphlets, have multiplier agents, and inform residents and relatives of its existence on admission.

Be creative!

There are so many applications possible with Skype: exchange of photos, virtual tours, * **"skypers"** and ** **"skypees"** attending a football game together via Skype, meals on a special occasion, during interdisciplinary meetings (eliminating issues of distance), exchanges between family and staff, of your establishment demonstration on how to provide care/treatment, virtual meeting at the end of life etc.

We are proud to present this Methodological Guide that will allow you to establish this practice at your facility which you can easily adapt to suit your needs and your budget.

Tips!



Follow the tips  we inserted inside the guide, in order to maximize the success of your implementation!

* **"skypers"** : word used to describe the person who is in your facility and that Skypes

** **"skypees"** : word used to describe the outside person



**Lorraine
Birchenough
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Ms. Babin has worked at Ste. Anne's Hospital for 27 years.

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In our nursing practice at our institution, we observe that the use of Skype improves interpersonal relationships and reduces social isolation of the elderly.



STEP 1: Equip yourself!

Make sure you have the necessary equipment from the start!

Starter Kit

Equipment	Cost \$ CAN (2015)	Remarks
<p>Computer</p>  <p>Requirements RAM: 256 MB</p> <ul style="list-style-type: none"> Supported operating systems: Windows XP, Windows Vista, Windows 7, Windows 8, Mac, Linux. Processor: Intel Pentium I GHz. Hard Disk: 28 MB of available disk space. An Internet connection is required. Speakers and microphone to perform a voice call. Webcam for vision (compatible camera with the WEB). 	<p>\$350.00 to \$1,000.00 Depending on the computer.</p>	<p>Preferably use a laptop with a large screen (17.3 inches) because:</p> <ul style="list-style-type: none"> Is easily moved. Allows "skyping" anywhere. Allows you to bring directly to the "skyper". Helps to maintain their privacy. Allows you to go to the "skyper" who cannot always leave their room for various reasons (are dying, sick, have mobility problems, isolation precautions etc.). The "skyper" does not have to keep the computer in their hand (knowing that the elderly often have dexterity problems). Takes little space when in use or storage Allows the "skyper" to better view the "skypee" knowing that the elderly often have vision problems.
<p>Internet access</p>	<p>Wireless Internet from the USB port: \$ 50.00 / month = approximate cost for 10G (\$ 600.00 / year).</p>	<p>Internet access:</p> <ul style="list-style-type: none"> WIFI in your institution ; Internet network in your facility ; Wireless Internet use from the computer's USB Port. 

Equipment	Cost \$ CAN (2015)	Remarks
<p>Mouse</p> 	<p>Integrated into laptop.</p> <p>Purchase necessary for desktop computer: \$ 30.00 approximately.</p>	<p>Laptop : Integrated Mouse takes some time to adapt to.</p> <p>Fixed computer: A mouse with or without wire is required.</p> 
<p>Headphones</p> 	<p>Optional \$25.00.</p>	<ul style="list-style-type: none"> • Can be useful for people with hearing problems. • Promotes intimacy in conversations. <p><i>N.B.: To avoid cross contamination, headphones should not be shared.</i></p>
<p>Computer carry bag</p> 	<p>Optional \$40.00.</p>	<ul style="list-style-type: none"> • Protects the computer from damage during transportation or storage. • Allows you to store everything in the same place: cord, earphones, instructions etc.





STEP 2: Get ready!

Method to implement this practice step by step:

What	How	Why
<p>1. Identify a person responsible for Skype practice.</p>	<p>Send a notice of interest to recruit people interested in investing in this practice.</p>	<p>To facilitate the coordination of Skype activities. To develop expertise and become the resource person. To eventually act as a multiplying agent and train others.</p>
<p>2. Install Skype on your computer.</p>	<p>Download Skype for free from the Internet, follow instructions.</p>	<p>Otherwise it is not possible to Skype without this! We use Skype, although there are other types of software such as Facetime with Apple.</p>
<p>3. Open a Skype account and obtain ;</p> <ul style="list-style-type: none"> a. Skype user name ; b. a password. <p><i>N.B.: It is mandatory that you have an email address to open a Skype account because your account will be confirmed by e-mail</i></p>	<p>Create an account during the Skype software installation process.</p>	<p>To use Skype, you need to have a Skype account.</p> <p><i>N.B.: It is necessary that both parties possess a Skype account.</i></p>
<p>4. With the first contact with the "skypee" obtain the following ;</p> <ul style="list-style-type: none"> a. Home, phone number ; b. Mobile phone number ; c. Email address ; d. Skype user name. 	<p>Communicate with ""skypee"" by phone or email to obtain this information.</p>	<p>To be able to convey a request to add them to your Skype contacts.</p> <p>To communicate in case something happens during a session, etc.</p>
<p>5. Keep a record of contact details of both "Skypers" "skypees" <i>See APPENDIX 6 (model).</i></p>	<p>Create a register to keep all information in one document.</p>	<p>This makes it possible to quickly obtain the necessary information when you need to join a "skypee" by email or telephone before, during or after a Skype session.</p>

What	How	Why
<p>6. Note appointment times, depending on availability of all parties ("skyper", "skypee" and Skype resource person).</p>  <p>Consider the time zones of the country. Always indicate YOUR local time in the agenda.</p>	<p>Create a paper or electronic agenda.</p> <p>Integrate this practice Skype in the daily activities of "skypers".</p>	<p>Avoid scheduling conflicts especially if you have several "skypers" or more than one computer.</p> <p>Skype agenda can be paper or electronic (according to your possibilities) that will be dedicated to record Skype sessions.</p>
<p>7. Configure the screen with a minimum of icons</p> <ul style="list-style-type: none"> • Internet service icon  • Skype icon  	<p>Copy and paste the links on your screen.</p>	<p>To facilitate the identification of the Internet and Skype icons.</p> <p>Icons are easily accessible and make the process simple.</p>
<p>8. Identify a place to store the computer in your organization.</p>	<p>This place must be easily accessible and secure.</p>	<p>Skype sessions take place from Sunday to Saturday and at different times of the day.</p> <p>It is possible that several people are involved with Skype sessions, therefore need quick and easy access.</p> <p>A loan registry may be useful to know at all times where the computer is located.</p> <p><i>See model in Appendix 4</i></p>
<p>9. Determine a place to put the USB wireless Internet key.</p>	 <p>Place it in your carry bag.</p>	<p>To avoid the loss and replacement costs.</p>



What	How	Why
10. Before the first session add the "skypee's" name to the "skyper" contact list.	Send contact request via Skype to "skypee" and wait for acceptance reply.	Allows the "skypee" the time to add you to their own contact list.
11. Establish a procedure for the disinfection of your hardware.	Between each "skyper" ideally before each session if possible.	Prevent the spread of infection.
12. Establish a procedure for exceptional cases such as: "skyper" with infection precautions in place.	Consult the infection control specialist to find a possible solution.	Prevent the spread of infection. To try to maintain social contact via Skype.
13. Evaluate the need for a listening aid for each "skyper".	During the first session.	To assure the quality of communication.
14. Assess whether the "skyper" can be alone or requires supervision during each session (following the setup by the resource person).	At each session.	Sometimes "skypers" need help: <ul style="list-style-type: none">• to stimulate conversation ;• to install headphones ;• for their physical safety.

You are finally ready!



Skype is a simple and inexpensive way to offer social support that can benefit all seniors.

Attention to prejudices, people with cognitive deficits can Skype with guidance without problem!

STEP 3: Let's start!

How to launch for a new "skyper":

1. Inform the resource person of the Skype program of any potential "skyper" able to participate in Skype sessions or when "skyper" or relatives have expressed a desire to start Skype sessions.
2. The resource person of the Skype program communicates with the significant other (the "skypee") and completed the form titled Registration Form to participate in the Skype *see Appendix 1 p.16.*
3. Confirm whether your significant other has a Skype account. Otherwise, refer to How to create a Skype account - *see Appendix 2 p.17.*
4. Provide the Skype user name (PseudoSkype) of the computer in your facility to the significant other.



To easily find this information, please write the Skype user name on a label and affix it to your facility's laptop.

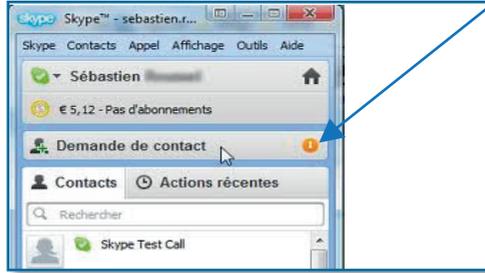
5. Have significant other send you a "contact request" via Skype. Note: The contact request may also come from the "skyper".
6. For the first session to take place, the contact application must be accepted by you or the "skypee" according to requests.





7. Adding Contacts: *(see Appendix 3 p.20 for more information)*

Click the orange dot, then click the "Add to Contacts" icon or (Demande de contact in French). Make sure that you only accept the people you know and to whom you had made a request. Otherwise, click on the "Ignore" *(see picture above, no. 6)*.



8. The resource person for the Skype program indicates in the Agenda dedicated to Skype: the name of "skyper", the "skypee", the time (your local time), the date and the locale where the Skype session will take place.

How to connect to Skype:

See model in Appendix 5 p.24.

- 9.** Bring the laptop to the Skype session locale (preferably "Skyper's room").
- 10.** Plug one end of the power cord into the laptop and the other end into an electrical outlet.



To avoid running out the power, plug in the laptop while Skyping. This way you do not have to remember to recharge after each use!

- 11.** Insert the Internet key in a USB port of the laptop.
- 12.** Press the power button .
- 13.** Double-click the icon  allowing you to reach the Internet, wait for the connection.
 - a.** If you are unable to connect because of technical difficulties, you should inform the significant other of the problem by phone or via e-mail.
 - b.** The person "skyping" should report any connecting problems to the Skype resource person.



The more computers and Skype sessions in your facility, the more multipliers you will need! Remember to train other resource persons.

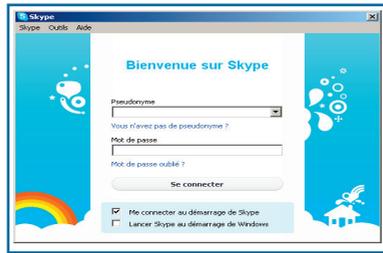
14. Double-click the Skype icon , if prompted to provide a username and / or password, enter that which you determined when creating your account during the Skype software installation process.



To avoid searching for this information, enter here:

Username is :

Password:



15. See the list of "Skype contacts", make sure the "Skype contact" is online .



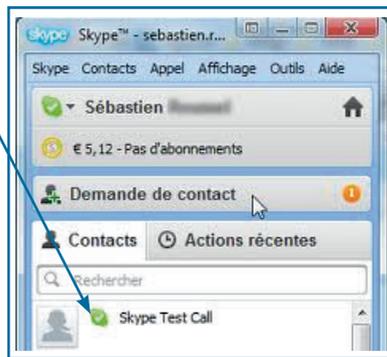
= Available (online)



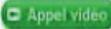
= Not available



= Offline





16. Click on the contact. his name and possibly his photo will appear at the top center of the screen. Click on the "video call". 
17. Ringtone indicates that the call is in progress. Wait until the "skypee" (the respondent) appears on the screen.
18. The "skypee" appears on a small secondary frame, usually in the lower right corner. Adjust the position of the laptop so that both parties can easily see each other.
19. To obtain a full screen, click on the icon at the bottom of the screen.



How to end a Skype session and How to store equipment:

20. Click the End Call icon to end the session



21. Close the Skype program by clicking on the "X" in the upper right corner of the screen.



22. Disconnect the Internet session by clicking on "Disconnect".
23. Close the lid of the laptop (it will turn off automatically).
24. Remove the wireless internet from the USB port of the laptop and place it in the predetermined location or the computer carrier bag.
25. Unplug the power cord from the computer and the electrical outlet and place it in the carrier bag.
26. Place the laptop in the carrier bag.
27. Return the computer to its designated storage location.

Observations during Skype sessions:

All relevant information or observations noted before, during and after the Skype session must be inscribed in the "skyper's" chart or compiled in a book dedicated to Skype sessions. e.g. behavior; humor; level of interaction, etc.

If a Skype session could not take place for reasons other than technical difficulties, the person coordinating the Skype session must document this information.

e.g. "skyper" is sick; significant other does not respond, etc.

Other important information:



Do not forget to mention to the users that these laptops are solely for the use of "skypers" in your institution.



APPENDIX 1

Application form to participate in the Skype program

Reducing social isolation and loneliness through technology		
"skyper"		
Name :		
Unit :		
Room :		
* Date of first meeting: Time: (Local time)		
"skypee"		
Name :		
Relationship to the "skyper":		✓ Check the appropriate box
1) Spouse		
2) Sibling		
3) Child/grandchild		
4) Friend		
5) Other		
Place of residence:		
Home telephone number:		
Mobile number:		
Email address :		
Skype Username:		
Do you have access to the following?	YES	NO
computer		
web camera		
internet		
Skype		
Have you used Skype in the past?		

* N.B.: **After each Skype session**, notify the "skypee" (person who is "Skyping" with the "skyper") that the date and time for the next session will be determined.

APPENDIX 2

Creating a Skype account

- On the computer being used by the "skyper".
- For significant others who want to participate in the Skype Program with "skyper".

About Skype

Skype is a free application that allows you to call people all over the world using the Internet. In addition, Skype lets you know when another user is online and indicates the user's status so you can tell whether the user is available.

Setting up a Skype account

Installing Skype and creating a Skype username

Before you can use Skype, you must install it on the computer and set up a Skype account, as follows:

1. Download Skype from the Skype website www.skype.com and install it.
2. Once installed, open Skype.
You will see a start-up screen.
3. Click on **Don't have a Skype Name? You must have an email address because the account will be confirmed through email.**



4. Follow the directions for creating a new Skype account and username, then click **Sign In**.



Choose the username carefully. Choose a username that makes it easy for others to find the right person.



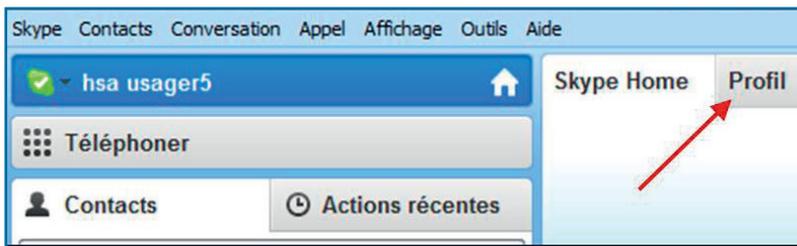
Setting up a Skype profile

It is important to set up a profile before adding contacts to a Skype account.

The more relevant the information included in the profile, the easier it will be for others to make sure that they are contacting the right person.

Setting up or changing a profile

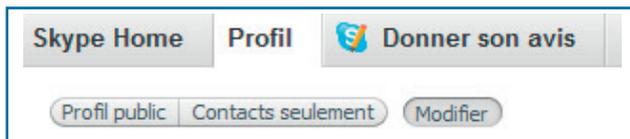
1. Click on the Profile tab or select **Skype > Profile > Edit Your Profile** from the menu bar.



2. Change the profile picture by clicking **Choose Picture** or selecting **Skype > Profile > Change Your Picture** from the menu bar.

It is more difficult to find the right user if the user does not have a profile picture. Similarly, fewer users will request a contact if the default picture is retained.

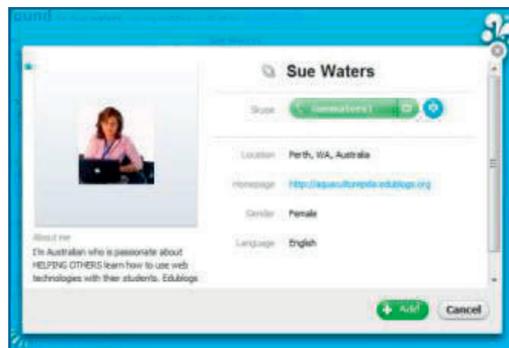
3. Indicate the appropriate country, region, state/province, and city by clicking on each field or using the drop down menu.
4. You can check how others see the profile information by clicking on the **Public Profile** and **Contacts Only** buttons at the top of the profile page.





The Public Profile is what other users see when they search for details on your Skype profile.

The Contacts Only option is what users who have been added to your Skype contact list can see.





APPENDIX 3

Adding a person to a Skype contact list

In order to contact other users, they first need to be added to the contact list in the Skype account.

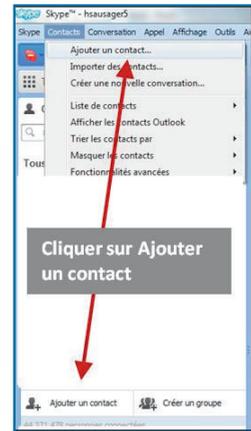
The easiest way to find someone's Skype username is to contact the person and ask for the following:

1. Permission to add them to a Skype contact list.
2. Their username.

A search for a person's Skype account can also be carried out using the person's name or email address.

To add a person to a Skype contact list, you should do the following:

1. Select **Contacts > Add a Contact** in the menu bar or click on **Add a Contact**.
2. Enter the following information;
 - a. Email address;
 - b. Telephone number;
 - c. The contact's name, followed by the "skyper's" name and location;
 - d. The Skype Name (Skype user name) for the person being added.
3. If the Skype account of the person you wish to add is displayed, click **Add** (in green at the bottom of the window).



Click on the user's picture in order to view the information on the user's profile. If more than one user matches your search, click on "Display" in order to view all the search results.

- Before the contact can be added to the contact list, send a contact request to that person. Write a few sentences to introduce yourself and click on **Send request**.



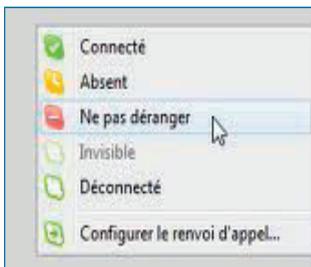
- The user will be added to the contact list but will appear offline until he or she accepts your request.
- Once the person accepts your request, he or she will be added to the contact list. You can then make free telephone and video calls and send instant messages and files.
- Sometimes, the user may not receive your request. In this case, simply ask the user to add you to his or her list.



Using the "Skype account"

Skype Status

One of the advantages of Skype is that it indicates when another user is online. Skype also provides status information to let you know whether a user is available.

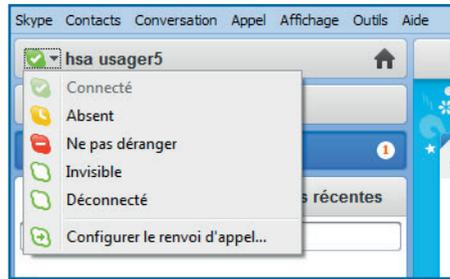




When a status indicates “Available” or “Away from keyboard,” it means that the person is normally near his or her computer:

Changing your status is simple:

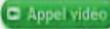
1. Click on the drop down menu next to the status.
2. Select the new status.

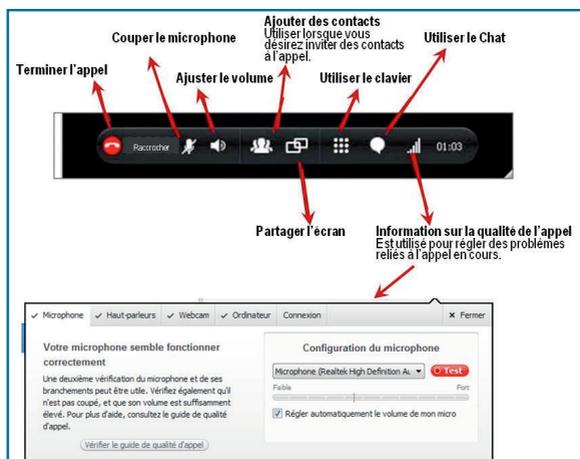


Calling someone on Skype

It is good etiquette to send a user a short instant message and wait for the reply before calling because it might not be a convenient time, you may be interrupting the user's work or the user may not have the audio equipment configured.

Calling someone on Skype is simple:

1. Find the person you want to call by looking in your contact list.
2. Check the person's Skype status and click on the person's name if the person is available. Details will appear in the main window.
3. Click the button  (Video call) You should hear ringing.
4. To hang up, click the following  button:





ANNEXE 5 / APPENDIX 5 Skype en quelques clics / Skype in a few clicks

	<p>Avisez la personne responsable de l'emprunt de l'ordinateur./ Advise the person in charge when you borrow the computer:</p> <ol style="list-style-type: none"> 1. Apportez l'ordinateur portable à la chambre du "skypeur" dans son sac de transport. 1. <i>Bring the laptop in its computer bag to the resident's room.</i>
	<ol style="list-style-type: none"> 2. Branchez la connexion à l'ordinateur et dans la prise électrique. 2. <i>Plug in the connection to the computer and to the electrical outlet.</i>
	<ul style="list-style-type: none"> • Récupérez la Clé USB, pour connexion internet sans fil. • <i>Locate USB Wireless internet KEY.</i>
	<ol style="list-style-type: none"> 3. Insérez la clé USB dans une des entrées dédiées à cette fin. 3. <i>Insert the USB KEY into one of the designated ports.</i>
	<ol style="list-style-type: none"> 4. Mettez en marche l'ordinateur; le fond d'écran apparaîtra. 4. <i>Turn on the computer; a background screen will appear.</i>
	<ol style="list-style-type: none"> 5. Repérez l'icône de la compagnie internet mobile avec la souris tel que démontré. 5. <i>Locate the company icon (internet mobile) with the mouse, as shown.</i>
	<ol style="list-style-type: none"> 6. Lorsque la flèche de la souris sera placée sur l'icône, cliquez deux fois sur cet icône. 6. <i>Once the arrow of the mouse is placed on the icon, double click on the icon.</i>

	<ul style="list-style-type: none"> • Vous êtes maintenant dans la fenêtre de l'internet mobile. • <i>You are now in the Internet mobile window.</i>
<p>7. Cliquez sur connecter: 7. <i>Click on connect.</i></p>	
	<p>8. Repérez maintenant l'icône de Skype Cliquez deux fois sur l'icône Skype. 8. <i>Now, locate the Skype icon Double click on the icon.</i></p>
	<p>9. Repérez le contact voulu dans la fenêtre de Skype. 9. <i>Locate the person you wish to contact in the Skype window.</i></p>
<p>  = Available (online)  = Not available  = Offline </p> 	<p>10. Voir la liste des contacts Skype, vérifiez que le contact Skype que vous souhaitez obtenir est en ligne . Si non, téléphoner le contact. 10. <i>Verify that the person you wish to contact on the Skype list, is on line (on line) , other wise telephone the contact.</i></p>
	<p>11. Cliquez sur Appel vidéo et attendre que la personne réponde. 11. <i>Click on Appel vidéo (video call) and wait for the person to reply.</i></p>
	<p>12. Cliquez sur l'icône téléphone rouge pour mettre fin à la session. 12. <i>Click on the red telephone, to end the session.</i></p>
	<p>13. Fermez le programme Skype en cliquant sur le "X" dans le coin supérieur droit de l'écran. 13. <i>Close the Skype Program by clicking on the "X" located in the upper right hand corner of the screen.</i></p> <p>14. Débranchez la session Internet en cliquant sur l'icône "Déconnecter" sur l'image Vidéotron. 14. <i>Disconnect the internet session by clicking on the "Disconnect" icon on the Videotron image.</i></p>



15. TRÈS IMPORTANT débranchez la clé USB.

15. VERY IMPORTANT Always remove the USB KEY.



16. Remettez le capuchon de la clé USB et placer la dans la petite pochette située à l'avant du sac bleu.

16. Put the cover on the USB KEY, and store the USB KEY in the small front pouch of the blue computer bag.



17. Débranchez le fil électrique de l'ordinateur et de la prise électrique, placez l'ordinateur et le fil dans le sac de transport bleu et retourner le sac à la pharmacie.

17. Unplug the electrical cord from the computer and the outlet, and place both the computer and the cord in the blue bag and return to the pharmacy.




ANNEXE 6 / APPENDIX 6
Registre des participants de Skype / Participant Registration File
PROTECTED / PROTÉGÉ
UNIT/UNITÉ :

no	"skypeur" name Nom du "skypeur"	# Room # Chambre	Start Date Date début	Personal equipment required Équipement personnel requis	Relationship with the "skypeur" Name : Lien avec le "skypeur" Nom :	"Skypees" & Coordinates 1. Home telephone number 2. Mobile telephone number 3. E-mail adress 4. Skype number Skypees & Coordonnées 1. Numéro de téléphone, maison 2. Numéro de cellulaire 3. Adresse courriel 4. Numéro Skype	Description of assistance required Description de l'assistance requisse	End Date Date de fin
						1	1	
						2	2	
						3	3	
						4	4	
						1	1	
						2	2	
						3	3	
						4	4	
						1	1	
						2	2	
						3	3	
						4	4	

