

Cluster for Heart to Home

What is Cluster?

Cluster is a private photo and communication app. Think of it as a private social media account for your loved one. We will post pictures or videos of your loved one with a short post or description. Once a post is made you will be notified by email or app notification. You will then be able to view the picture, “heart” the picture or post comments.

Is Cluster private?

Yes. Cluster is by invitation only. We will set up the resident POA only. Additional family and friends may join by invitation from the resident POA. Pictures and posts will be shared with that group only. (Example: John Doe’s picture will only be shared with John Doe’s family and friends.)

How do I get the Cluster app?

Once the resident profile is set the resident POA will receive an email. That email will take you to the website to make an account. Your account will then be attached to the private group for your loved one. Once the email has been received and your account has been set up, you can download the app from your app store. Cluster is available for Apple and Android phones.

Resident POAs will be able to add more family and friends to the group. There is an option to invite by private link or by individual email addresses. This can be found in the settings.

Do I need the Cluster app?

No. It seems to make things easier and have a cleaner look but it is not necessary. Each post will send a notification email to the email address we have attached to your loved one. You will still be able to see pictures and posts by email.

Can I post pictures for the staff to show my loved one?

Yes. You are welcome to post any pictures or well wishes to be shared with your loved one. We encourage you to post. It’s a great way to keep that connection with family and family events.

Are my posts private?

Any photos or posts made on your loved one's page will be public for that group only.

Can I repost pictures that Heart to Home posts on my personal social media?

Pictures posted by Heart to Home are the official property of Heart to Home. We discourage everyone from reposting our pictures on public social media. There may be cases where another resident is seen in the background of pictures. Since not all of our residents have a public photo release we ask you all to be mindful of their privacy and wishes.

Can this be used for medical questions or concerns?

No. Since this is open to a wider group of family and friends we need to keep this type of information to that resident's designated medical decision maker. Medical questions may be brought to your House Manager or our Clinical Nurse Supervisor by email or phone only.

More frequently asked questions can be found on the Cluster website:

<https://clusterapp.zendesk.com/hc/en-us>