Teaching Older Adults Technology during COVID: Wyoming's Tech2Connect Project
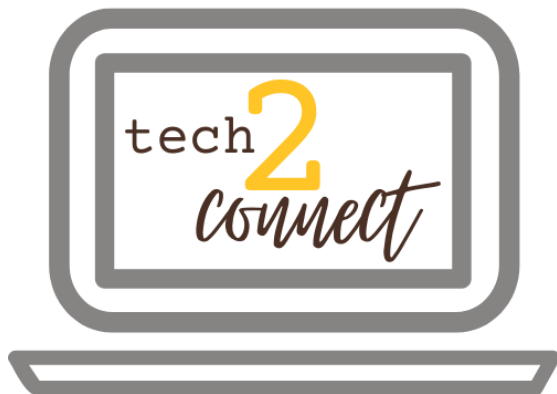
Presenter Information

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- Assistive Technology Professional (ATP)
- Co-manager (Wyoming Assistive Technology Resources)

Presenter Information

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- Bachelors of Science in Human Resources

- Senior Project Coordinator, Wyoming Center on Aging

Agenda

- Tech2Connect Program Context/Background
- Teaching Seniors to Use Technology
  - Tech2Connect Video Trainings
- Other Strategies

Tech2Connect Background

Collaboration
- Wyoming Center on Aging (WyCOA)
- Wyoming Department of Health: Aging Division
- Wyoming Assistive Technology Resources (WATR)

Goal:
- Decrease social isolation through use of technology
- Increase access to virtual services and resources during COVID-19

CARES Act Funding

WATR's role is to provide training

Tech2Connect Application Process

UNIVERSITY of WYOMING

Wyoming Center on Aging

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UNIVERSITY of WYOMING
Wyoming Center on Aging

tech2connect

Dear Home and Community-Based Service Providers,

The University of Wyoming Center on Aging (WyCOA) has been awarded a grant from the Administration for Community Living, through CARES Act funding, that will assist in providing technology to older adults and adults with disabilities in Wyoming. The goal of the funds is to connect these individuals with remote social services, healthcare, and to combat social isolation caused by COVID-19. The need for this type of technology access has become more critical during these times of social distancing and self-quarantine. This grant is a partnership with Wyoming Assistive Technology Resources and the Wyoming Department of Health – Aging Division.

These funds can be used for a variety of technology-focused initiatives. Examples of potential uses of these funds include:

- Purchasing devices for vulnerable adults to use to connect to telehealth services, social services, and friends and family.
- Purchasing devices for home and community-based providers to use to connect with clients/participants.
- Securing internet services for someone unable to afford this service.
- Any other use that meets the needs of your community and the goals of the funding.

Each Senior Center can apply for $5,000 to support the proposed project(s).

To apply for these funds, each organization will need to complete the following steps at the Tech2Connect Website at www.uwyo.edu/wycoa under the "Important Links and News!":

- Complete a University of Wyoming Vendor Application.
- Complete the online application consisting of the following questions:
    1. Organization Name and address
    2. Organization Primary Contact to include name, email, address
    3. Please describe the needs related to technology you have observed in your clients/participants.
    4. Please describe how you will use these funds to meet these needs.
    5. Number of individuals you anticipate to be served through these funds.
    6. Please attach a budget for how you propose to spend these funds. Funds can be used for technology products and services. Please do not use the funds to support administrative costs. If you do need assistance with administrate costs, the Aging Division can provide assistance in identifying sources for these funds.
- Complete a brief online training on the adaptive features of common devices on the Tech2Connect Website. This training will be available through WyCOA by July 20th. Please complete the training no later than July 31st.
- Recipients will be required to report numbers of individuals served semi-annually.

We look forward to seeing your applications. Applications are due by July 20th. If you have questions about this funding, you can contact WyCOA at (307) 766-2829 or wycoa@uwyo.edu.

Thank you for all that you do support Wyoming's older adults and adults living with disabilities!

Tech2Connect Application Process

Application Outreach

- Included in all newsletter communication
- Sent to all senior centers
- Press release
- Posted on website and social media

Application Requirements

- Basic organization information
- Describe the need for technology
- Number of individuals served
- Budget and items requested for purchase
- Complete a brief online training about devices and common adaptive features
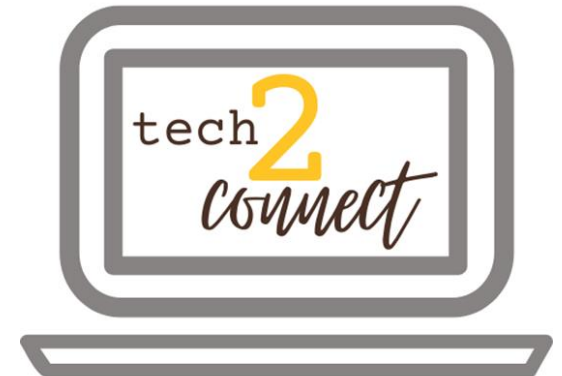
Participants

30 different applications received

- **18** senior centers
- **4** healthcare organizations
- **3** non-profit organizations
- **3** assisted living facilities
- **1** senior living facility
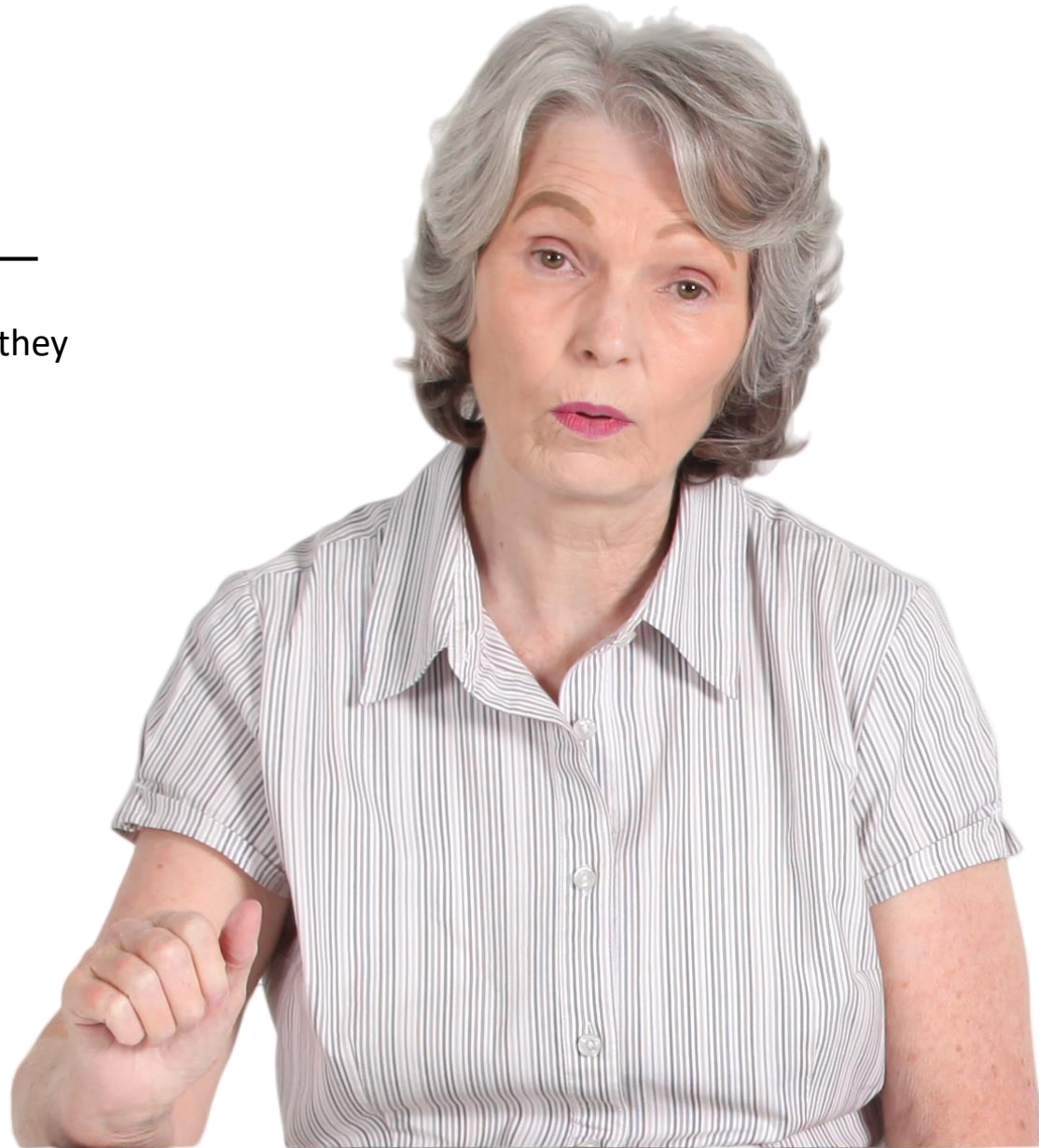- **1** tribal health organization
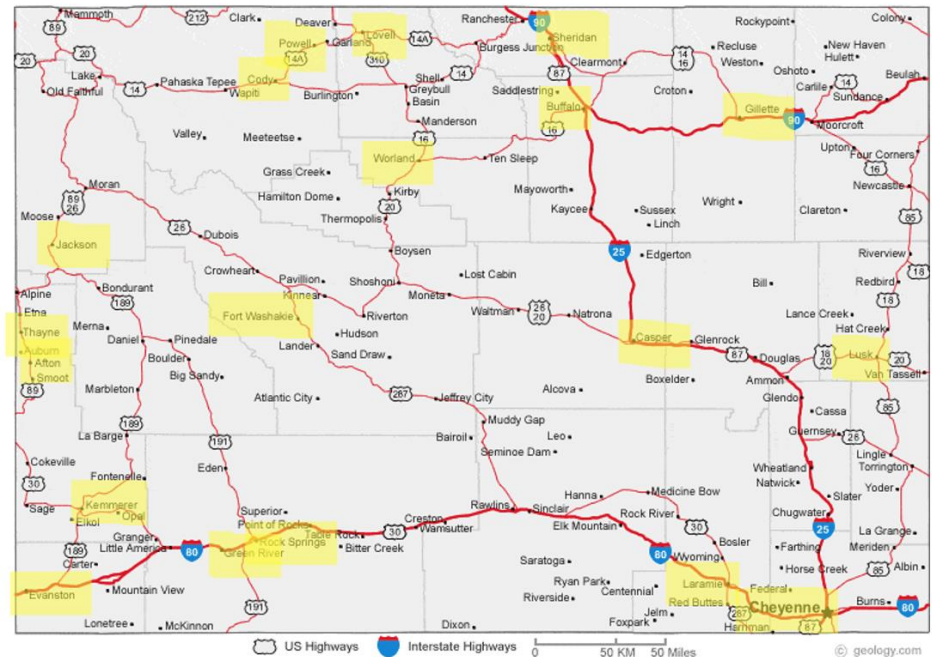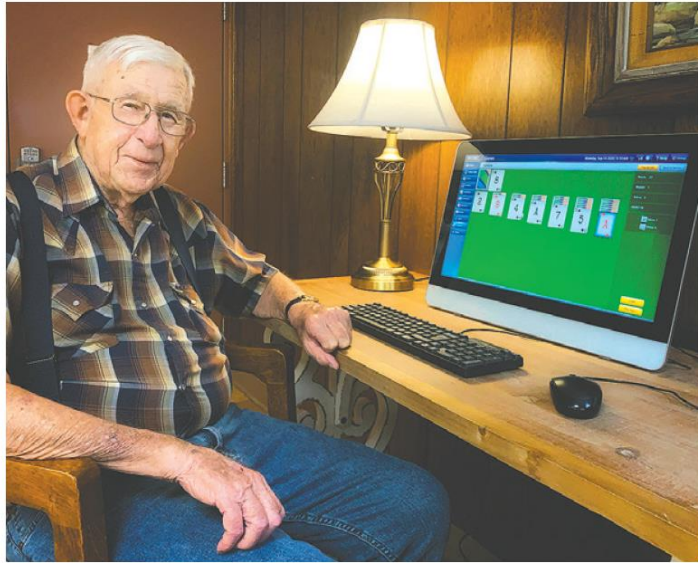
Technology Requests

- MP3 Players
- Tablets/iPads/GrandPads for loan and or use in a facility
- Computer stations
- Fitbits and Fitbit scales
- Phone cards and/or internet access

Technology Challenges

- Limited access to products (when they wanted them)
- Excess funds – things have gotten cheaper
- Program closure
- Other funding

Thank You

Rocky Mountain Manor receives grant from the Wyoming Center on Aging.

On August 17, 2020 – The Rocky Mountain Manor has received a Tech2Connect Grant from the University of Wyoming, Wyoming Center on Aging (WyCOA). The funds will be used to connect older adults and adults with disabilities in Wyoming with remote social services, healthcare, and to combat social isolation caused by COVID-19. Specifically, at the Rocky Mountain Manor the funds will be used to purchase computer devices and internet services to connect residents for telehealth, social services, and friends and family during the pandemic.

WyCOA has also partnered with the Wyoming Assistive Technology Program to provide training videos to assist older adults in learning about the technology that can ensure they have access to social services, healthcare and keep them engaged with family and friends. For more information on these educational videos, visit their website at www.uwyo.edu/wycoa.

We are thankful to be awarded these funds to continue to provide services for our residents and community.

140 North Cheyenne • Powell • 754-4535

- Framework for Technology and Older Adults

- Technology Decision Guide

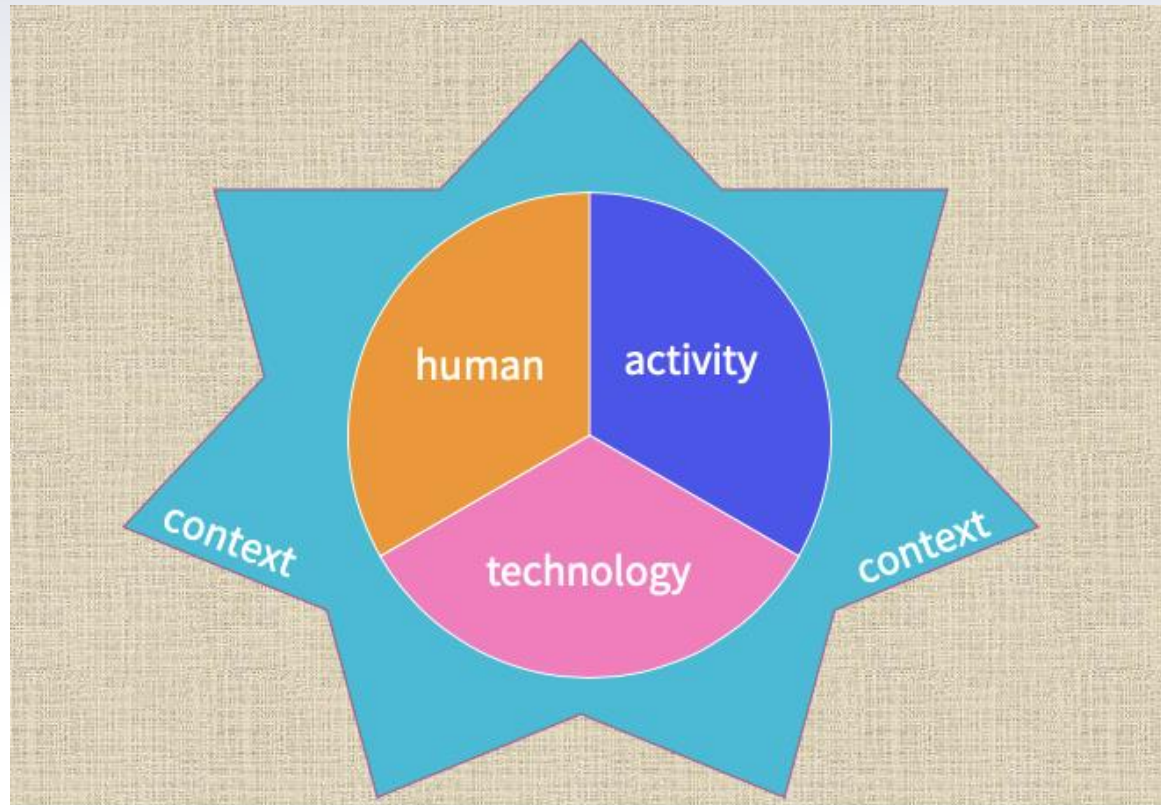- Training Older Adults

- Training Videos

WATR'S TRAINING

A Framework for Assessing Tech Needs

- Frameworks help us breakdown complex challenges

- A way to consider all aspects of a situation to make better informed decisions

- Human Activity Technology (HAT) Framework
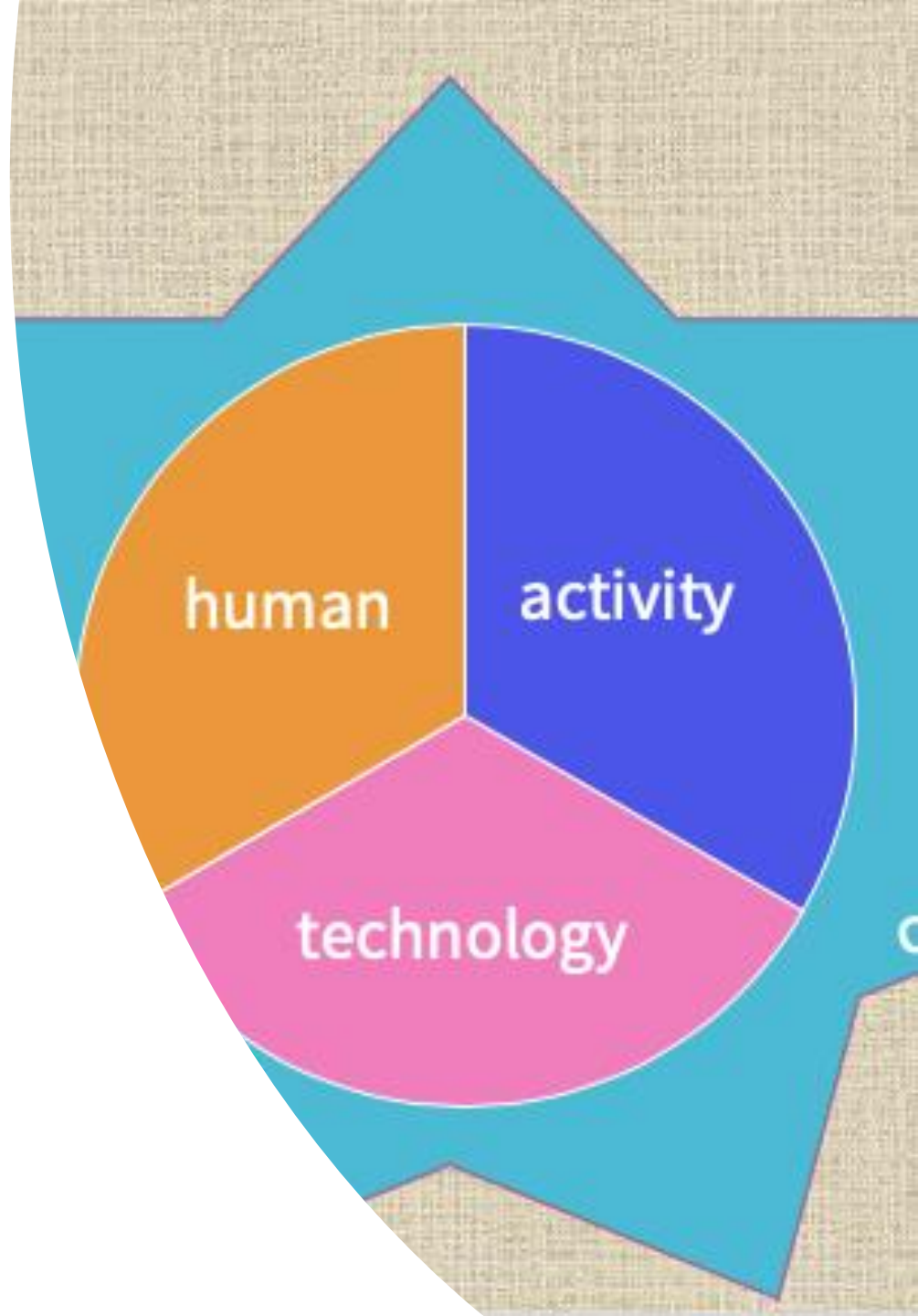 - Human
  - Activity
  - Technology

The Human Activity Technology (HAT) Framework

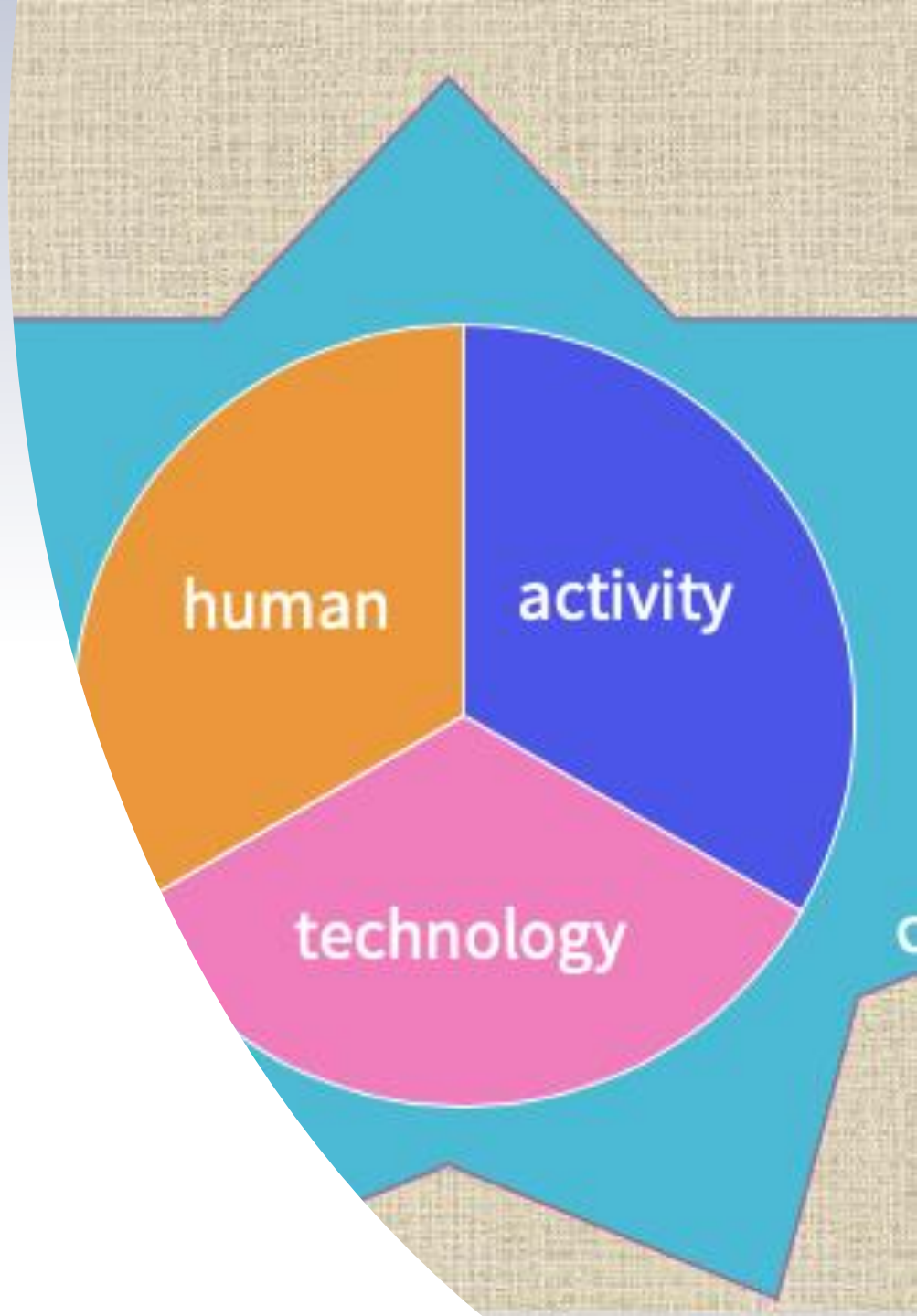

(modified from Cook & Polgar, 2015)

Human

- Are they interested in learning to use new technologies for social connection purposes?

- What is their familiarity and comfort with technology?

- What are their strengths?

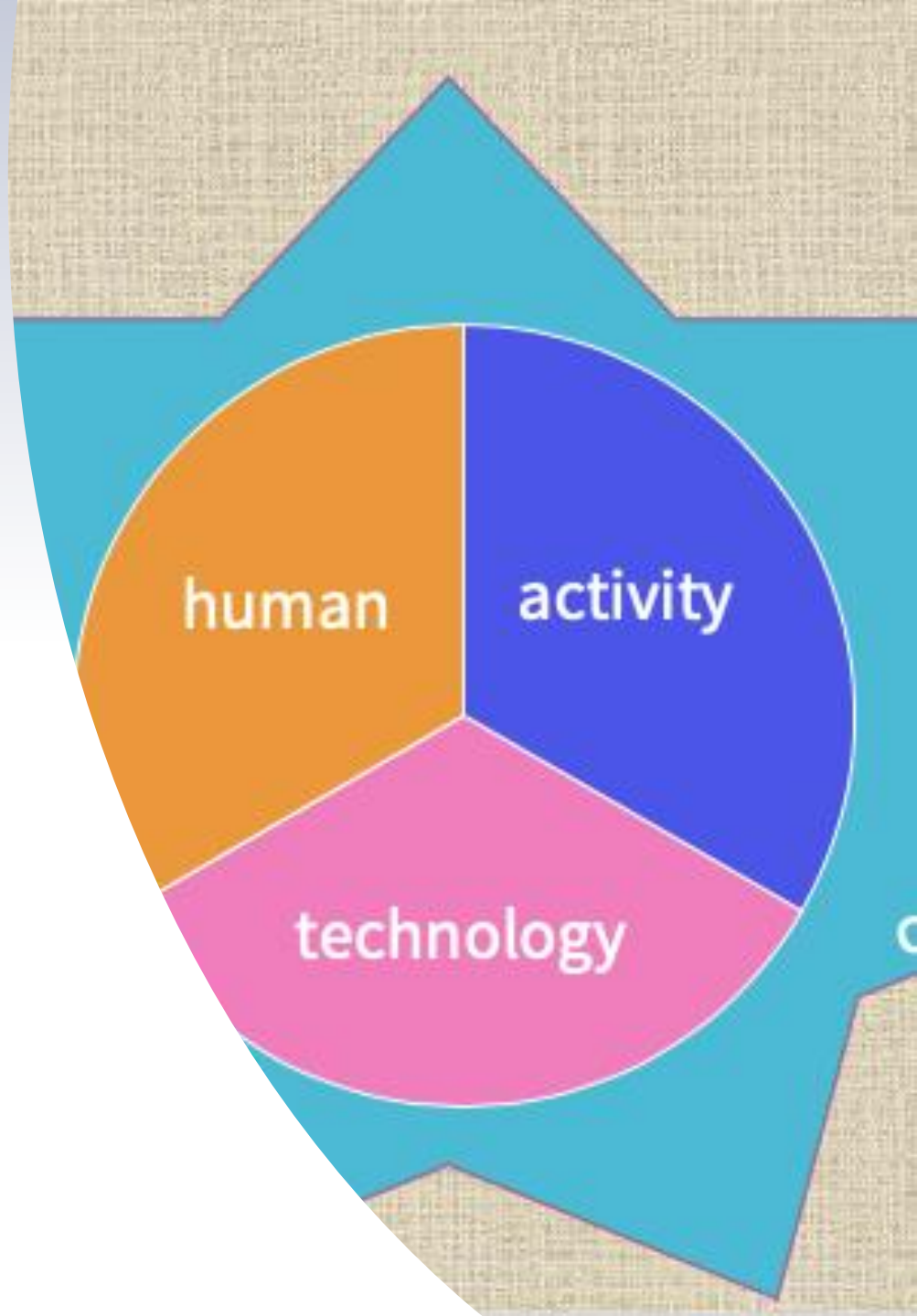- What challenges might they have with using certain technologies?

Activity

- What do they want/need to be able to do with technology?

- What are their technology needs?

- Who do they want to connect with? How?

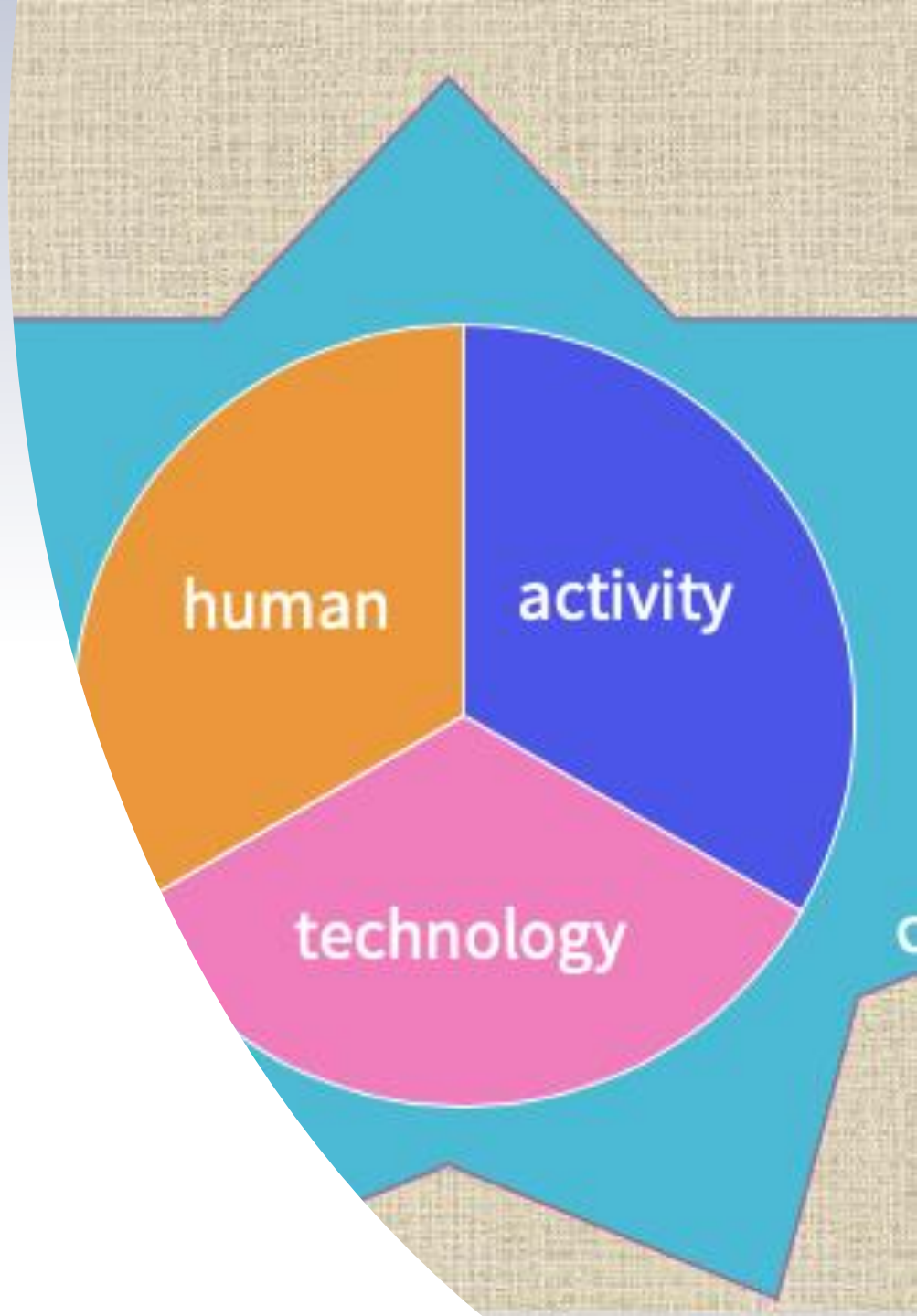# **Technology**

- What devices do they currently have/use?

- Do they need alternative input, alternative output, or assistive technology?

human

activity

technology

Context

- Where do they want/need to use technology?

- Assess the environment

- Internet/Wi-Fi availability

The HAT Framework
A Planning and Decision-Making Tool

	Human	Activity	Technology	Context
What do we know?				
What do we need to know?				

Technology Decision Guide

- Questionnaire that guides older adults/organizations to appropriate technology solutions to decrease social isolation

- Tech2Connect Website
  - http://www.uwyo.edu/wycoa/tech2connect-folder/

TECH2CONNECT TRAINING

Teaching Older Adults

Training Videos

Teaching Older Adults to Use Technology

- **Explain the purpose**
- Focus on the fundamentals
- Take it slow
- **Chunking of information**
- **Use basic language**
- Encourage writing down the steps
- Encourage repetition and practice

(Anderson & Perrin, 2017)

EXPLAIN THE PURPOSE

- Older Adults will learn new technology skills when they have a specific need/purpose

- Figure out, specifically, what do they want/need to be able to do?

(Nash, 2019)

1:1 TRAINING BY TRUSTED INDIVIDUALS

- Seniors learn best when training is 1:1

- Prefer training to come from a doctor, health provider, or family member

- Trusted individuals
  - Build rapport!
  - Understand their goals
  - Get buy-in
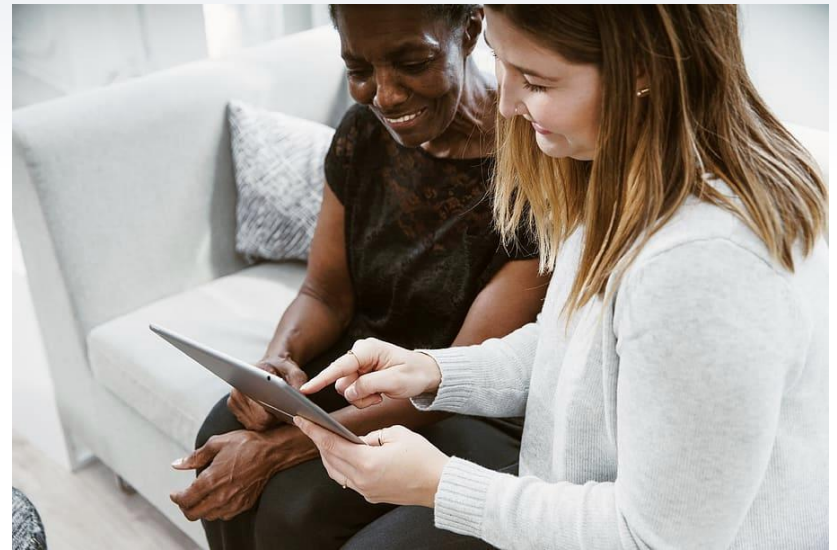
(Orlov, 2011)

CHUNKING OF INFORMATION

- Small, manageable bites

- Do not go too fast

- Focus on fundamentals

- Build self-efficacy

USE BASIC LANGUAGE

- 5th grade reading level

- Avoid jargon

- Define technical terms

- Be descriptive

- Give specific directions for actions/gestures

Training Videos

- Topics:
  - Basic device use
  - Built-in accessibility
  - Safety and privacy
  - Telehealth
  - Video Conferencing
  - Social apps
  - Other resources
- Posted on Tech2Connect Website
  - http://www.uwyo.edu/wycoa/tech2connect-folder/

Training Video

WATR — Wyoming Assistive Technology Resources

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Wyoming Center on Aging

tech 2 connect

iPad: Powering On/Off
Tech 2 Connect Video Tutorial

Other Strategies to Connect to Technology

- Quick Start Guides
  - QR Codes
  - Bitly
- Focus on Strengths
  - Family (Help setup Zoom)
  - Phone (Landline)
- Technology designed for older adult
  - GrandPad
  - Morphic
  - Smart Living Desktop Suite
- Resources

Quick Start Guides

- 1-2 Page Instructions
- Topic Specific
- Short, Concise Step-by-Step
- Goal-someone could get up and running on that task by reading and following along the step-by-step guide

Quick Start Guide Example

Charge your Amazon Fire.
1. Locate the larger end of the cable.

2. Plug this larger end of the charging cable into the adapter.

3. Plug the adapter into the wall outlet.

4. Plug the other end of the charging cable into the charging port (located next to the Power button).

Turn on your Amazon Fire.
1. Hold down the Power button for several seconds. The power button is located next to the charging port.

Unlock your Amazon Fire.
1. Place your finger anywhere on the bottom half of the screen. Keeping your finger in contact with the screen, slide it to the top of the screen.
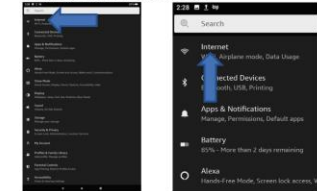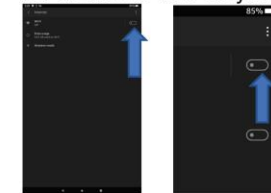

Connect your Amazon Fire to WiFi.
1. Press the Settings icon. It looks like a gear and says "Settings." It may be in a different location on your device.
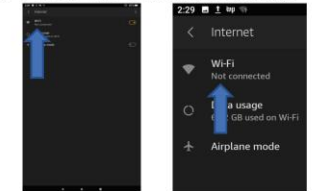

2. Press "Internet." It is next to an image that looks like a fan.

3. Press the right side of the oval located in the upper right corner of the screen to turn on your WiFi.

4. Press "Wi-fi Not connected"

Technology Shortcuts

- QR Codes
  - Works on most smartphones
  - Take picture of QR Code
  - Takes you to the web address
- Bitly
  - Short web-links
  - Allow you to brand your web-links
  - Redirect them to your website
  - **Example: bit.ly/WYTech2Connect**
- Shortcuts App
  - iPad, iPhone, and iPod
  - Reduce the number of steps to just 1 tap (Call loved one)

WYOMING TECHNOLOGY ACCESS PROGRAM

Financing opportunities for assistive technology devices and services.

Learn more →

or call Wyoming Independent Living at (307) 266-6956

UNIVERSITY of WYOMING | College of Health Science Wyoming Institute for Disabilitites

Focus on Strengths and What You Control

Individual Strengths

- Family Involvement

  - Seek family members that can help with training or connecting to technology

- Look for communication technology that the individual is familiar with

  - Landline phone

You Control

- Patience

- Acknowledge that you may have to adapt/modify training

- Rely more on descriptions-short, concise, and jargon free

- Set realistic and reasonable training goals

- Plan

TECHNOLOGY FOR OLDER ADULTS

GrandPad

- Consumer Cellular Tablet for older adults
- Simple
- Large Buttons
- No Passwords
- No SPAM or Telemarketing
- Secure (Private Family Network)
- Cellular Data (AT&T and T-Mobile)
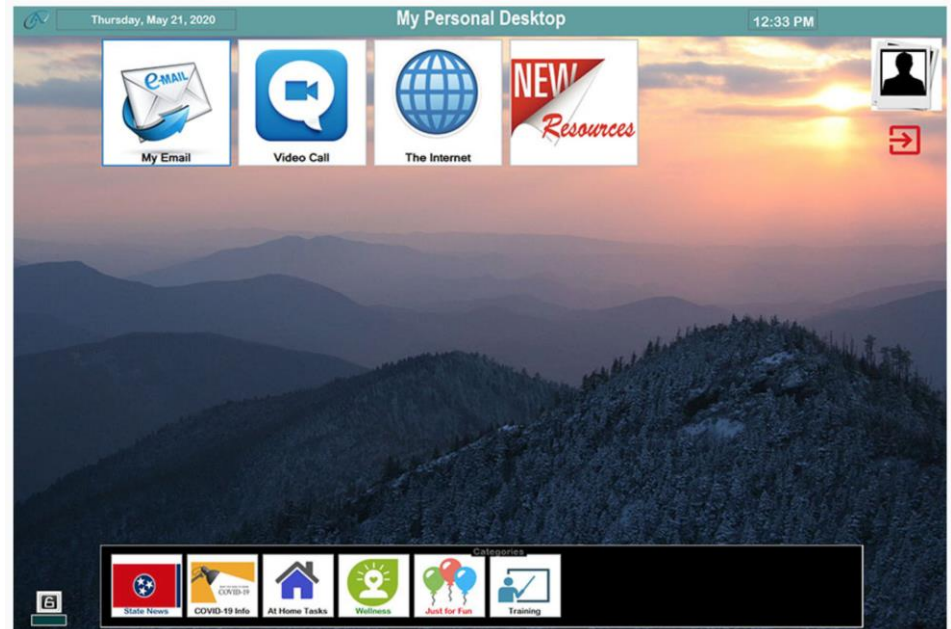 - Monthly Cell Plan Fee
- Customer Support

Morphic

- Software that makes computers easier to use
- 1 click Video Call
- Accessibility Features on Toolbar
- Toolbar that is constant across programs
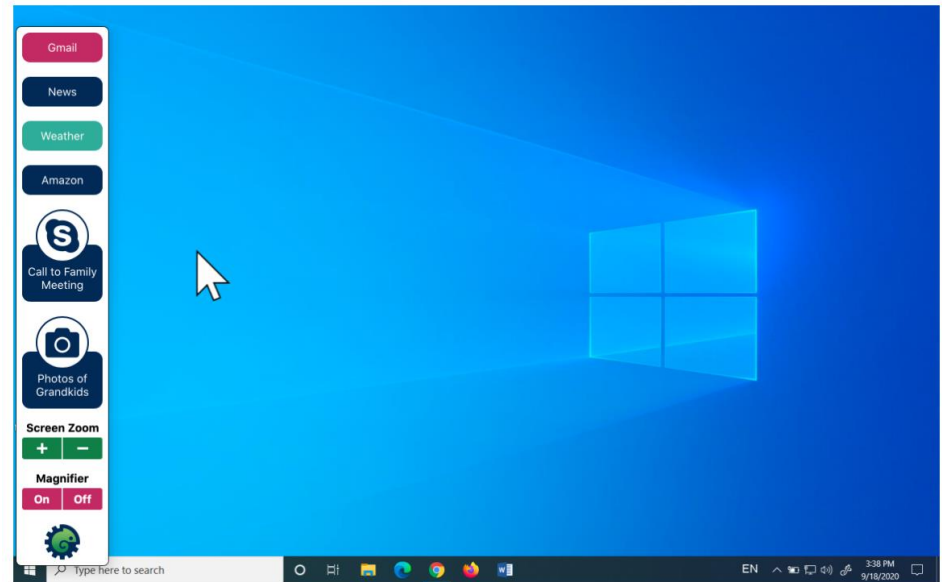
Smart Living Desktop Suite

- AbleLink Technologies
- 1 click Video Call
- Toolbar that is constant across programs

Resources

- State Assistive Technology Act Programs
  - Short-term device loans
    - Tablets, computers, chromebooks, and assistive technology
  - https://www.at3center.net/stateprogram
- Generation on Line
  - Tutorials (Basic features and Zoom)
    - Easy Tablet Help for Seniors App (Android, iOS, and Amazon Fire)
    - http://www.generationsonline.org/

QUESTIONS

Ryan's Contact

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Kara's Contact

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References

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