OLDER ADULTS AND

Access to Technology

Be a Peer-Coach, help others!

Social Development Centre
WATERLOO REGION

Funded by:
Ontario

Peer-Coach GUIDEBOOK

For peer-coaches

For partner organizations

For those who would like to try it themselves

Overview

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Basic Assumptions of the Project

There is not enough free, one to one technology coaching for older adults in Kitchener-Waterloo.

We have computer courses available in our community, but they are done according to structured classroom curricula (one size fits all), offered for a cost that many cannot or are not willing to pay, or offered only to particular organization members. The Library services offer both group and individual technology training, but sometimes lack consistency or are not geared to older adults. (see Kitchener-Waterloo Computer and Internet Access Map 2016).

- Peer coaching is the best way for older adults to learn about computer technology
- Through flexible peer one to one coaching, older adults can access useful tools and information and have supports to problem solve in their daily lives
- Adaptation of existing basic computer and mobile technology training materials is possible to suit the basic needs of coaches and the trainees
- More specific technology needs (content and software needs) and troubleshooting can be sustained with one off support sessions with coaches

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Previous Learning (SoS 2007, Getting Something Good 2014)

Some of the most common barriers to using new technologies still include cost, not understanding the value of technology, and finding the technology too complicated. Difficulties understanding how to use the technologies, and getting support were also cited as barriers (written instructions being difficult to read and understand, and challenges getting assistance from help lines and web sites). Many discussed the challenges of "keeping up" with technologies that become out of date so quickly.

The main reasons why older adults start using new technologies are need to stay in contact with friends and family, convenience, feeling of security, and/ or enjoyment. Most often their children/grandchildren or friends recommended the technologies. The main reasons cited for these technologies being helpful were that they improved communication, made tasks easier, and/or provided entertainment.

Older adults appreciate peer-to-peer mentoring programs. Suggestions for the training program included one-to-one (or small group) interactive sessions that progress at a slow pace, use a lot of repetition, and use simple, straightforward language. Participants felt the coaches/ mentors should preferably be seniors who are patient and well informed about technology. It was also suggested that there should be ongoing, easy to access support, and simple, step-by-step written instructions that participants could review at home. A lot of support is needed on the individual basis after coaching and training sessions.

Goals and Objectives of the Project

- Increasing access to technology and information for older adults

- Supporting older adults in taking a role as peer coaches

- Learning from older adults how to design a local web page with information on the use of technology and access to useful information

- Ultimately, to increase the number of sites across Kitchener-Waterloo hosting technology peer coaching for older adults

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Philosophy

Meaningful access to technology happens when:

- Older adults are coached by their peers in a safe and friendly environment

- Older adults' experience and abilities are considered as starting points in coaching

- Older adults' information and communication needs are considered as starting points in coaching

- Ongoing support is available in multiple formats and in multiple accessible environments (including assistive technologies)

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Coaching Approach

- Based on the recommendations and experience of peer coaches

- In small groups or one-to-one with flexible lesson plans

- Clear and accessible coaching materials (slides & handouts)

- Awareness of the language used to convey technology concepts

- Slow pace, repetition, re-enforcement of hands-on tasks

- Material in different forms, text, image, audio, video

- Opportunities for peer coaches to build rapport with each other

- Providing between-session supports in different forms: phone, email, web page, handouts, online resources, etc.

- Allowing for peer coaches to become more familiar with technologies they aren't as comfortable with (including assistive technologies)

- Being in touch with real-life interests and needs of coaches and people they would coach

Coaching Process

Coach Recruitment

Coaches are recruited on ongoing basis through an interview process with the intake coordinator and mostly based on the Coach Intake Form.

Coaching will start at regular weekly schedules of 2 to 3 hours one day a week. The coaches start with one or two trainees.

Types of Coaching Sessions

- Series of introductory computer sessions (up to 12)
- Small number of intermediary or trouble shooting sessions (up to 4)
- Series of introductory mobile devices sessions (up to 12)
- Small number of intermediary or trouble shooting mobile devices sessions (up to 8)
- KW AccessAbility support sessions (as needed)
- Group training sessions on common issues and interests (Internet literacy and safety)

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Training Material

Introductory coaching packages on six topics, slide presentations and accompanying handouts to be used as needed by the coaches:

- o Introduction to computers/tablets
- o Working with files and applications
- o Introduction to the Internet
- o Introduction to Email
- o Introduction to Google/Navigation & Maps
- o Internet Literacy and Safety
- Links to online exercises and tips, where applicable
- Webpage as a repository of useful material and resources (coaching material, resources, local map to computer and Internet access sites, basic information resources for seniors)

Guidelines for creation of the presentation slides:

- No animations
- Keep one point of content per slide/page
- Have menus on slides so coaches can easily go back and forth to the information they need
- Presentation to be accessible for screen readers

Guidelines for creation of handouts:

- One piece of info per page and a lot of white space for notes
- More white space in general on pages
- Accessible handouts for screen reader

Editorial Guidelines:

- Font: Tahoma
- Title font size is 24 and text font size is 16
- Social Development Centre and Ontario Ministry logo on the front page
- Social Development Centre and ConnectKW Initiative logos on slides\

Coaching Locations

Primary Locations:

Social Development Centre Waterloo Region
300-151 Frederick Street, Kitchener

First United Church,
16 Williams Street West, Waterloo

KW AccessAbility
250-659 King St East, Kitchener

Secondary Locations:

Local library branches and community centres can be used if appropriate for coaches and trainees.

Note: Coaches who would be holding unsupervised sessions in secondary locations would have to provide a valid police check for working with vulnerable populations.

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Participant Recruitment

"Where people are' is important: do people have devices of their own, people struggling with what device to buy, what they are interested in learning, what they already know?"

An **intake coordinator** collects information from the potential participants and makes sure to determine what would be the best fit for that person and for the potential coach:

- Device they are interested in (computers or mobile devices)
- Beginner or Intermediate level (30 min or 45 min sessions)
- What they use the device for currently
- What they wish they could do with their device (what they like doing in general)
- Time availability
- Geographical and availability fit

When a possible fit is identified, the coaches are sent the participant intake forms (participant profiles) and they approve the proposals, the location and the time.

Support people at training locations take over, book the space, welcome the coaches and trainees and take over the communication.

The participants and the coaches are recruited on ongoing basis:

- through the lead organizations and their partners,
- coaches themselves,
- participants' word of mouth
- and through advertising.

Note: The coordinating organization is only responsible for the coaching sessions that are organized through the intake coordinator. The coaches can use the materials and their learning into other groups and organizations they want to work with, but that process in not the liability of the coordinating organization.

Support to Coaches

The coaches can stay in touch through email.

The coaches meet every 6 to 8 weeks to share things that work and things that need to improve.

The material is updated to support them and new procedures are put into place regarding communication, scheduling and reporting on ongoing basis.

Between sessions, support and communication with the trainees is done through the webpage with resources, maybe a Facebook page and a general email for inquires and questions. Some of it may be relayed to the coaches.

The coaches will determine if additional direct communication is suitable with particular trainees at their discretion. It is important for them to set their own boundaries, to work on relationships with trainees and make sure they are comfortable with the coaching arrangements.

Each coach will receive a folder with a notepad and two sets of all coaching material (not stapled).

Reporting Process

Coaches keep the record of:
- number of sessions per trainee,
- topics covered and
- progress notes.

Those notes are to be shared with the intake coordinator once per month.

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For their own tracking purposes, the coaches can update information after every coaching session:
- Name and contact of the Trainee
- Training objectives
- Date of the session
- Activities Planned
- Activities Accomplished
- Next Steps
- Date and Time for the next session
- Progress tracking by session

Feedback on the Coaching Process

Coaches would be collecting ongoing feedback on the type of coaching they delivered and the materials they used. The approach and the material will be improved this way on ongoing basis.

Social Development Centre Waterloo Region would do a follow up at the end of the coaching for individual trainees to assess the impact and the use of technology in the future.

Keeping up with the Technological Changes

If possible, the participants and coaches should be provided opportunities to join other groups such as Bits and Bytes Computer Group to stay connected, learn from each other and support more older adults benefit from the ever changing technologies.

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Templates for the coach and the participant intake forms.

Coach Intake Form 2016

Please print **Name** _____

Phone _____   **Email** _____

_____

COMPUTER ACCESS

Please check which of the following devices would do the coaching on?

desktop computer	Windows	Apple	Linux	_____
laptop	Windows	Apple	Linux	_____
tablet	Windows	Apple	Android	_____
smartphone	Blackberry	iPhone	Android	_____
E-reader	Sony	Kindle	Kobo	_____

USE OF TECHNOLOGY

Please circle on of the two options: which of those <u>you would want</u> to coach or <u>would not like to deal with</u>? Check all that applies to you:

Email
Search on the Internet
Writing documents
Spreadsheet
Pictures and Photos
Music
Video and Movies
Online Banking
FaceBook
Twitter
Skype
Facetime
Online Shopping
Games
Other

COACHING

What operating system do you want to coach in? Please Circle

Windows 7   Window 8   Windows 10   Apple   Android   Other
_____

What browsers would you coach with? Please circle

Internet Explorer   Chrome   Firefox   Safari   No preference   Other
_____

Would you be able to use another language(s) to support the trainees?
_____

Would you be able to bring your device for the coaching?   Yes   No   **Specify**
_____

Do you need to learn about assistive technology?
_____
_____

What location would you prefer to go to? Please circle
Resource Centre   First United Church Waterloo   KW AccessAbility
Local Library   Community Centre   Specify _____

**Please circle if you would help beginners become computer users or only
respond to a specific need?**
How long would you be able commit to being a coach at this point?
3-6 months   6 – 12 months   Other
_____

What morning or afternoon during the week would you be able to coach?
_____

Any other information you wish to provide   _____
_____
_____
_____

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Trainee Intake Form 2016

Please print **Name** _____

Phone _____   **Email** _____

Do you have experience with computers? Please circle   YES   NO

COMPUTER ACCESS

Please check which of the following devices you currently have, and which operating system you use on that device:

desktop computer	Windows	Apple	Linux	_____
laptop	Windows	Apple	Linux	_____
tablet	Windows	Apple	Android	_____
smartphone	Blackberry	iPhone	Android	_____
E-reader	Sony	Kindle	Kobo	_____

If you do not have your own device,   tell us if you have access to it elsewhere?

_____

Please indicate how often you use each of the following by circling one of the options:

Computer – desktop	Daily	Weekly Monthly Occasionally	Not at all
Laptop	Daily	Weekly Monthly Occasionally	Not at all
Tablet	Daily	Weekly Monthly Occasionally	Not at all
Smartphone	Daily	Weekly Monthly Occasionally	Not at all
E-reader	Daily	Weekly Monthly Occasionally	Not at all

USE OF

TECHNOLOGY

What do you use the devices most for? Please circle all that you do currently.
Email
Texting/Messaging
Search on the Internet
Maps (navigation, GPS)
Writing documents
Spreadsheet
Pictures and Photos
Music
Video and Movies
E-Books and Newspapers
Online Banking
Calendars/To do lists
FaceBook
Twitter
Online calls, video calls (Skype, Facetime, Google Hangout, Fongo)
Online Shopping
Games
Other

_____

_____

What are your favourite activities or hobbies?

_____

_____

_____

What would you like to use the computer for?

_____

_____

_____

COACHING
On which devices do you wish to have information/assistance now? Please circle

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Desktop | Laptop | Tablet **(Android/Apple)** **|** Smartphone **(Android/Apple)** **|** E-reader

What operating system do you want to learn? Please Circle

Windows 7   Window 8   Windows 10   Apple   Android   Other _____

What browsers would you prefer to use? Please circle

Internet Explorer   Chrome   Firefox   Safari   No preference   Other _____

Would coaching in another language be needed? _____
Would you be able to bring your device for the coaching?   Yes   No
Do you need to learn about assistive technology to help you with you vision, hearing, motor skills or other accommodations during coaching?

_____
What location would you prefer to go to? Please circle
Resource Centre   First United Church Waterloo   KW AccessAbility
Local Library   Community Centre   Specify _____

Do you wish/need to attend the workshop at the same time as someone else?
If so, please indicate the name of that person _____
What times during the week you are available for coaching?_____
_____
_____
_____

Any other information you wish to provide   _____
_____
_____
_____

Trainee Intake Form 2016

Please print **Name**_____

Phone _____   **Email** _____
_____

Do you have any experience with at all? Please circle YES   NO

COMPUTER ACCESS

Please check which of the following devices you currently have, and which operating system you use on that device:

desktop computer	Windows	Apple	Linux	_____
laptop	Windows	Apple	Linux	_____
tablet	Windows	Apple	Android	_____
smartphone	Blackberry	iPhone	Android	_____
E-reader	Sony	Kindle	Kobo	_____

If you do not have your own device, tell us if you have access to it elsewhere?
_____

Please indicate how often you use each of the following by circling one of the options:

Computer – desktop	Daily	Weekly Monthly Occasionally	Not at all
Laptop	Daily	Weekly Monthly Occasionally	Not at all
Tablet	Daily	Weekly Monthly Occasionally	Not at all
Smartphone	Daily	Weekly Monthly Occasionally	Not at all
E-reader	Daily	Weekly Monthly Occasionally	Not at all

USE OF TECHNOLOGY

What do you use the devices most for? Please circle all that you do currently.
Email
Texting/Messaging
Search on the Internet
Maps (navigation, GPS)
Writing documents

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Spreadsheet
Pictures and Photos
Music
Video and Movies
E-Books and Newspapers
Online Banking
Calendars/To do lists
FaceBook
Twitter
Online calls, video calls (Skype, Facetime, Google Hangout, Fongo)
Online Shopping
Games

Other
_____
__   ___

What are your favourite activities or hobbies?
_____

_____

_____

What would you like to use the computer for?
_____

_____

_____

COACHING
On which devices do you wish to have information/assistance now? Please circle
Android Tablet   Apple IPad   Android /Apple/Blackberry Smartphone E-reader
Blackberry Playbook

What browsers would you use? Please circle

Internet Explorer   Chrome   Firefox   Safari   No preference   Other
_____

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Would

coaching in another language be needed? _____
Would you be able to bring your device for the coaching?   Yes   No

Do you need to learn about assistive technology to help you with your vision, hearing, motor skills or other accommodations during coaching?
_____

What location would you prefer to go to? Please circle
Resource Centre   First United Church Waterloo   KW AccessAbility
Local Library   Community Centre   Specify _____

Do you wish/need to attend the workshop at the same time as someone else?
If so, please indicate the name of that person _____
What times during the week you are available for coaching?_____
_____
_____
_____

Any other information you wish to provide   _____
_____
_____

Poster Used for Participant Recruitment, April 2016