How Technology for Residents and Staff is Changing
Planning for the Future and Resources
The Need For Technology

- Tele-health Services
- Groceries
- Social Connection

Communication
Planning for the Future

The use of technology (for both staff and residents) will be a relevant tool for awhile...
Don’t Panic!

- **Tech Phobia**: Residents and staff veer away from technology due to fear of ‘messing it up,’ or ‘breaking’ whatever they are using.

- We must learn to become comfortable with technology and platforms (new and old).

- We must be comfortable with being uncomfortable.

- How? Trial and error, educate yourself, learn from your peers (both staff and residents).
What is here to stay?
Emergency Communication

One Call Now

- Residents + staff can choose to be reached by phone, email, or text.
- Send important voice, text and email messages to groups of any size through a simple click or call
- [https://www.onecallnow.com/](https://www.onecallnow.com/)
- Note different payment options!

AlertMedia

- Notify residents + staff of critical events like office closures, accidents, inclement weather, and other incidents requiring immediate attention.
- Send unlimited messages to your audience via voice call, text message, email, mobile app push notification, social media, and unlimited custom channels.
- [https://www.alertmedia.com/](https://www.alertmedia.com/)
- Different payment options!
Reminder: Make sure to educate your ESL classes on emergency communication!
Social Connection and Education

- Virtual Connections: This is the hub for free activities, entertainment, spiritual and wellness-minded resources.
  https://www.slvirtual.com/
  (and linked under CSS’s Resident Resources page)

- Get Setup: A free hub of video classes and how-tos (Zoom, Google docs, yoga, mindfulness, etc.) geared for older adults.
  https://www.getsetup.io/
Remote Service Coordination

Highlights

- Contact Information
- Resident Files
- Property and Outside Partnerships

See handout for more details
Working Through Frustration

- Use resident experts to teach others - hold program demonstrations/tutorials either through Zoom, or in your computer labs once viable.
- Utilize staff to teach fellow colleagues, too!
- If it doesn’t feel natural, get people used to using it so it does.
- Emphasis on *trial by error*!
- Be able to laugh it off or find humor in the situation.
What else?

Don’t forget the strength of the network!

Ideas? Questions? Comments?