



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 'messaging 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/>
- 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/>
- 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?