

National I&R Support Center
Using Technology to Meet the Needs of Older Adults Isolated at Home
During the COVID-19 Pandemic
May 27, 2020

Good afternoon for attendees who had joined a little early. Please note today's webinar is going to begin at 3:00 p.m. Eastern Time. We will start in about 10 minutes.

Attendees we can see that we still have attendees joining. We will hold on for another minute or two for others to join before getting the webinar started.

Again we will pause for another moment to allow participants to join and we will get started momentarily.

Welcome to all of our attendees. My name is Nanette Relave. On behalf of ADvancing States and the National Information and Referral Support Center, a project of ADvancing States I would like to welcome you to today's webinar: Using technology to meet the needs of older adults isolated at home during the COVID-19 Pandemic. We're glad that so many aging and disability specialists are joining us today. Let me cover a few housekeeping items before we start. The slides, audio recording and transcript from today's webinar will be posted to the it ADvancing States website within the next several days. Please visit the National I&R Support Center project and see our Web page on I&R/A webinars. This link is also listed in the chat box for your reference. All listeners are on mute during the webinar to reduce background noise, but we welcome your questions and comments through the Q&A function available on your screen. Please feel free to submit your questions at any time during today's presentation, and we will address questions following the slide presentation. We also have real time captioning for today's webinar. Unfortunately, it seems every time we do a webinar something in our system makes changes. They appeared to have done that this time and we are not completely sure how to open the captioning on your current screen, but there is a full-screen captioning that is available to you. We do have a link that is in the chat box for captioning that will bring you to the full-screen captioning. Addressing social isolation and supporting people to be connected and engaged were certainly important prior to the pandemic. The physical distancing and program closures that have resulted from COVID-19 has shed a whole new light of urgency on these issues.

There is also a great interest in how technology can help to bridge the gaps. Technology is not only a tool for connecting older adults with family and friends, but can also be used to deliver services and prevent social isolation and loneliness, and enhance communication between caregivers, agencies and communities. Today's webinar we will share development and technology available for older adults, address some myths and how to mitigate effects of normal aging on technology use and show how you can use technology to help older adults address

feelings of loneliness. Our presenters today are Doctor Karen Fortuna, assistant professor of psychiatry at the Geisel school of medicine at Dartmouth college and Caroline Collins-Pisano, an intern at Dartmouth and a volunteer at Dartmouth's center for health and aging. I am going to turn it over to Karen. She's going to get us started with our presentation today.

Great. Thank you so much, and thank you so much for having us here today. This is a really important topic, especially in the light of the current crisis. My name is, Karen Fortuna, and I'm Assistant Professor of Psychiatry at Dartmouth College. My research focuses on developing and testing digital technology with older adults as equal partners in the development process, and also with the testing process as well. We have some cool smartphone apps we have developed with keeping aligned to the unique needs for older adults. I was also part of the international standards for the first ever behavioral health standards a part of CARF international. Our work has been focusing on advancing mental health services, specifically, for older adults using technology. I want to thank everyone for having us here today. Caroline, I'm going to pass it over to you to please introduce yourself.

I'm a sophomore Dartmouth College and have been working with Dr. Fortuna since March. I'm also a tech coach at the Dartmouth-Hitchcock aging resource Center. I'm teaching older adults how to use zoom for the past few months and I am also currently working on developing international digital peer support competencies with Dr. Fortuna. Thank you.

Thanks, Caroline. Caroline later will be talking about older adult learning theory, how we can maximize learning new technologies with older adults during the current crisis. I do have some grant support. I have NIH K01 award and funded through the Patient Centered Outcome Research Institute. I'm also a nurse at young investigators with the brain and behavior foundation. I do offer Consulting Services through social wellness as well. For today we're going to give a very broad overview about technologies for older adults. Technology is not only a tool for connecting older adults with friends and family, but it also can be used to deliver services to prevent feelings of loneliness and really enhance communication between caregivers, organizations, and actually the wider community as well. Today we are going to talk about the latest scientific evidence related to technologies that are currently available to older adults. We're also going to address some of the myths that we are related to older adults and technology use. And then we're going to speak to how can we mitigate the effects of the normal aging process when using technology. We're going to demonstrate some ways that people, anyone a licensed clinician, a nonlicensed clinician, protective service worker, a peer support specialist, caregiver, anyone could help address feelings of loneliness and social isolation right now.

Who are older adults? Beyond their individual age, 65 years and older, who are these individuals? And so, these are characteristics that we see coming out even today in the current crisis that we are in. Older adults, they want a sense of Independence. Having that sense of

Independence gives people purpose. So, maybe if you have an older adult and your family or you are working with an older adult and they want to go to the grocery store, even though it may not be safe. Or even if they want to have people over to do some work within the home, that really about that sense of Independence that people want to hold onto. It gives people a purpose. Within that people have friends and family members as well, and people want to stay very close to that now. However, unfortunately, during the current crisis older adults, they already experience a loss of friends and family members, which is a normal part of aging just because they are older. They experience a higher frequency of loss related to friends and family members. And so, we are going to experience now too an increased sense of sadness, loss, and grief among individuals.

Also too a sense of belonging. All older adults want a sense of belonging, and it really goes back to that purpose that people have and the need for that. You can actually promote that using technologies, which is really, really exciting. And so, there may be some difficulties with mobility, behavioral health stuff like isolation and loneliness, financial strains. All of this can contribute too making it really difficult for older adults in the current stage of the world that we are in. So, this is who we are working with right now. What are some technologies for older adults? Technologies can be used to distribute information to a very, very diverse population of older adults by sharing data in different languages and across the different outlets and format. It could be audio. It could be written. It could be through video. And so, it's really designed, digital technology, to help deliver got engage and manage.

People are also using it to learn and engage with services as well. In the past since March it has transformed from the past how people engage, how people access services for individuals. How can technology help older adults? These are just a few things that technology has been said to impact. Some are feelings of loneliness. There is robotics we will talk about in a moment that helps people work through feelings of loneliness. There is also smartphone apps that help promote hope, empowerment, well-being, and quality of life so technology can help older adults and some of the barriers to technology could be access and choice in using technology. There are a few emerging technologies that are out there currently. Here we have a list of emerging technology. Sensors, wearables, robots, telepresence, smartphone apps, social media, and guess what, video games as well. So, sensors can help decline in physical sensory or cognitive capabilities of older adults. There is some really cool things that are happening out there related to motion mapping where they have sensors in a person's home, and they see how many times of the individual, the older adult opens up the refrigerator. they actually correlated that to feelings of depression. If an older adult doesn't open the refrigerator as much in a given time frame, they said that could be suggestive of depression for individuals. It can help detect worsening of chronic health conditions, and also improve responses to emergencies such as falls or cardiac arrest these are cool technologies that are available. If you are a caregiver for example, or working with an organization that provide services to people, there are some sensors out there that with the

older adult permission and/or a family member you can kind of see what is going on in the home. As long as that is within the values and principles of the older adult. Wearables are really great as well. A wearable can be one of those Fitbit watches that people wear, or even one of those got a Fitbit people walk with. These serve as an alternative to sensors. What you may find with older adults is they may not be as open to using technology as younger individuals.

That is because it is not something they grew up with. Nowadays you can download an app to address feelings of anxiety and depression. Back in the 1930s there wasn't apps to do that. And so, it's not something that people are especially used to and it may be against their own values and principles as an older adult. And so, wearables is not as intense as a Home sensor, but a wearable can also help people and present opportunities to older adults so they can receive healthcare while they are actually wearing the technology to help track and record vital sense that can be transmitted to a clinic, or enhance response times in case of an emergency. What is really cool is that these wearables have been shown that it helps to reduce hospital visits, enhance management with health conditions, and reduce medical checkups and cost, which is really, really exciting to folks. Before we came on we were talking about robots. That is another area, and they have been used to support people who are aging in place. Robots provide companionship. There is some evidence that they address feelings of loneliness and social isolation, and can also help with activities of daily living. If you look on your computers if you would like Paro, Paro this is a robot shaped like a baby seal. I do not know if you've seen it before but there's -- scientific evidence significant positive results helping improve physical health and mental health and older adults which is really exciting. Also with these robots older adult were more likely to smile. They were more likely to socially engage with others and had better interactions with their caretakers. And so, that is really exciting. It does use of artificial intelligence that helps monitor, motivates, and coach older adults. Also there is telepresence. This is a range of smartphone apps to telepresence robots that present opportunities to facilitate offering services and improving access to mental health. These are types of things that can be in the individual's home where people can receive support services sometimes through these technologies. They can also offer community-based assistance. There is smartphone apps that are out there. Caroline, if you don't mind sharing our smartphone app database we have one that we created a database with older adults experiencing mental health challenges. The data base includes a lot of different smartphone apps that helps people with feelings of loneliness and feelings of sadness. Here are a few we develop.

There are also some opportunities with social media which we are seeing more and more older adults use facebook to get support services. When a meeting is not available people can go to social media between meetings to seek peer support. Or they can receive support doing things they love doing. Maybe it's knitting or cooking or some ways to connect with people. Also video games as well. There is emerging evidence that people who play video games, they put these headsets on. Older adults too. I will show you in the next few slides. They put the headsets on

and they interact with people around the world. They interact while playing games. They are able to talk to one another as well, which is really exciting. People are using that now to support one another. A few myths that are out there that we need to address because I said older adults play video games and use social media. 55% of adults age 61 or older use social media. They are actually the most active on Facebook. And then not as active on Twitter. If you are an organization and you want to recruit people to maybe join a meeting for older adults who may be having experiences with grief or need help in learning how to use technology, a great platform to recruit people with is Facebook. Using Twitter may not get a lot of people who are available who are older adults on that platform. Older adults, yes, they do use social media. Social media can be one way that people can connect with friends and family.

Caroline will talk about some really cool trainings out there that train older adults on how to use social media and other types of technologies. Older adults aren't gamers. 32% of adults aged 61 or older play video games. That is that is the exact same number of older adults that are younger than 60 years old that play games. That is really exciting because that is one way that people can address for themselves feelings of isolation and loneliness by doing things they enjoy. Some of the things they enjoy could be playing video games. Many older adults do not own a smartphone. That's not accurate either. Maybe at one point a lot of older adults didn't own a smartphone but actually slightly more than one-half of American 65 years or older use Internet, email, and 70% older adults go on daily to the Internet. Social networking too in this group has also increased tremendously throughout time. That is another way we can reach out to people. One of the great things is that knowing that this is where older adults are, if I want to reach out to them I could use a smartphone. I can make a telephone call. I can use social media, and even in some events it suggests that video games as well for individuals.

And as I stated before, we have a database with really cool apps that are out there. We work with a co-production team. We work with older adults with mental health challenges, and we work with them in equal partnerships. We develop cool technology products. One is a smartphone application. Another is this cool certification I am going to talk about. We also have this really cool database as well that facilitates, apps that facilitate peer support. Peer support has been designated by the World Health Organization as an essential mental health service. That augments traditional treatment. Peer support is someone with a lived experience of a mental health condition and could be aging. That would be an older adult peer support specialist, and they offer services and have shown decrease feelings of loneliness, mental health symptoms, and also encourage hope, empowerment, recovery among individuals. We have the database and we have co-production team work together and search the App Store daily for terms like peer support. And then next we screen the app too make sure they meet our standards do they meet 508 Compliance, meaning that they are accessible to all people. They include captions for individuals. Do they use recovery language and principles which is important, so it's not really clinician driven. It's more driven by other people who are older adults themselves. Do

the features allow for communication between peers? And do they include peer support evidence-based practices and of which, which ones are peer developed or coproduced. We have really great repository of apps that older adults can use. All right, we talk about all of these things about technology, but what happens if an older adult doesn't have access to technology? What if the technology that you are using as an organization doesn't meet the needs of the individuals? For example, your organization offering videoconferencing but individual does not have a computer at home. Preference matters. Right now it's about engaging individuals. Some make every attempt at engaging an individual.

Preference matters when we choose is our technology. Let's say your organization was to offer services but the only offer services through virtual reality. So a clinician or Peer Support Specialist has to put on a virtual reality headset. Then the service user or the patient also has to put on a virtual reality headset. They have to create their own Avatar. They have to go into this virtual environment so they can offer services and also receive services as well. There are two problems with that. One of which is that maybe the organization doesn't have access to virtual reality headsets. Maybe the patient or service user doesn't have access to virtual reality headset so access is an issue. Next is preference for the individual, the older adult will say, they prefer to give somebody a telephone call and receive services that way. You need to think about if you were to only to use one type of technology, how that could lead to disengagement for individuals, even with videoconferencing too. It could lead to disengagement because people may not have access to computers, and some organizations of the require people to turn their video on to provide services to older adults some older adults who may be homebound or may not be able to get out of the bed may not want to turn a video on. We have to really think about meeting people where they are, and offering up the services that will be helpful for them and that they prefer. Also people don't have access to technology, there is some really good programs out there. Within the United States we have United Way in every location around the country, and they are a non-profit organization that offers support and grants to individuals.

During the current crisis you can now dial on 211 your phone in the United States wherever you are and it will take you to your local United Way. You can tell them who you are and request for phones if someone does not have a phone, an older adult someone you are working with. Sometimes if you are serving up to 10 people ask for 10 phones and data plan and United Way in your local community is able to get back and provide these for you free of charge. That is one option people can and have been doing. There is also safelink. If you are working with someone who qualifies for Medicare-Medicaid you can get safelink services which is a free phone for individuals. Know that these support services, the technology is just a medium. It's about the human connection between the technology. It is safelink wireless. You can call them up, go to their website and set it up. On the West Coast they use assurance. There's also religious organizations like St. Vincent De Paul and Salvation Army that can also help with getting people technology. And also data plans. Now I will talk the State

assistive technology program, which is very, very cool. The mission of assistive technology is serve people of all ages, disabilities in all environments, and the overall goal is to increase access and acquisition to assistive technology throughout the State. What is really amazing about this is that there is 56 State programs and they actually offer demonstrations for certain devices. They also offer loans for devices as well. People can access assistive technology devices through them. And then also State Financing as well. They offer public awareness as and technical assistance too. There is a really cool link you can go to within your specific State. You fill it out and you can see what services are available in your State maybe you are working with somebody who may need additional assistive technology devices. This link will actually bring you straight to your State and the organization that can help you, and everyone will be getting these slides afterwards so you can definitely check that out then, but it's a great program. Now I will pass it on to Caroline. She's going to talk about the myth number four.

I'm going to do the slides for you.

Another myth is that you cannot teach an old dog new tricks. However, older adult can learn skills in late life and use of digital devices and technology is not an exception but most older adult I train at the aging Resource Center have learned basic functions of zoom with ease. While many have had trouble getting onto zoom and setting up account and understanding meaning of them as an app, what's the know how to access that they quickly learn the tools like mute or stop video. For the most part I have found confidence as is the main obstacle for older adult while using technology. They understand how to use it but afraid to make mistakes. For one of my participants frequently used zoom for work-related meetings but would never use chat because she was afraid to make an error and mess up the meeting for everyone. Because she wasn't confident she would not engage as much as you would like in the meeting. A Week after participating in the training she reported back to me she felt more comfortable using Zoom during her meetings and actually started communicating through chat and using tools like share screen. Being able to practice using technologies in a space which older adults are not embarrassed about making mistakes really boost confidence. The way in which older adults are trained in technology can affect their comfort and learning process. experiential learning, a learning process in which older adults are hands-on is really key. When I teach my Zoom Class as I started session by saying, how when I first started in zoom I was confused. I had to sit down with my sister for one hour to learn how to use zoom. That is how I became comfortable teaching other people and answering questions.

Everyone is in the same boat when learning new technology, while it may take older adult longer to learn new skills we all start at the beginning. This study suggest older adults are able to learn technology. It found that older adults reported significant and consistent increase in their confidence about completing computer related tasks and using technology tools such as email, Internet, online chat room when they were taught by peers. A potentially effective tool in empowering older adults to use technology is

asking tech savvy older adult to teach their peers. This is a cool opportunity in which older adults can volunteer to train other older adults. It helps build confidence and helps further debunk the myth that you cannot teach an old dog new tricks. This study of older adult Peer Support Specialist text message exchange with other adults found that participants reported using technology demanded mental health and physical health issues. The study found that through these technology participants were realizing the capabilities in later life sharing the roles with parents and grandparents, sharing wisdom, and sharing lived experience normal age-related changes. Because a decrease in motor skills is a part of aging process, tablets are often useful for older adults when using services like text messaging. Do you have anything else that you would like to add Dr. Fortuna?

This is a cool study we did with older adults, Peer Support Specialist, who are individuals with the lived experience a mental health challenge and/or substance use challenge who are aged 50 years and older. They provide support services in, I think it's 46 different states right now. They are Medicaid reimbursable in 46 states, and also Medicare reimbursable for addressing opioid use disorders. This is a really exciting group of individuals that are really amazing at training other older adults and really demonstrating that confidence in using the technology with individuals. It's pretty exciting paper that we did about how text messaging, not virtual reality, not robots, but text messaging helps people manage their mental health, physical health, and social health. It also helps them realize new capabilities in ways as well.

Great. Many older adults have had negative prior experiences with technology or feel they do not have the skills to master technology. When teaching it's important to keep information relevant and simple, talk slowly, have patients, repeat information. Older adults need to learn experientially and approach learning as problem-solving. After explaining a tool for example, on zoom, I have my participants practice the function for a minute or so. Then wait about 30 seconds to one minute to make sure no one has a question before moving on. A normal part of aging is slowing of cognition. Medications for mental health challenges can also slow cognition. It's supported to around 30 seconds to one minute between questions to allow time for information processing. Also at the end of each session I give a Pop Quiz, along with summarizing information that was covered. I have my participants practice basic functions again. If they forgot how to use a particular tool I give them a minute to think before asking a question that will prompt the answer. Acting as a Facilitator rather than a Teacher can help older adults more hands-on practice and promote confidence over time. Older adults learn best through experience and reinforcement information, so I also encourage to write down steps and continue practicing even after the training. That's great. And it's that reinforcement that is really important because as older adults age there is a normal age-related change to memory. And so, that reinforcement is really important for individuals. Again, with what Caroline says, writing things down as well. Did you want to walk us through this one?

I may have lost Caroline but that is all right. I will walk us through this. What Caroline does too and a lot of organizations that are out there is that people can actually be trained now, so what she does at the aging resource center is they, older adults sign up for a class and a class on how to use zoom, or how to use Facebook, or how to use your Amazon Alexa, stuff like that. And then people join. During that she incorporates these hands-on training and has people learn. Generally it will take about two, the three sessions. There is this myth you can't teach people how to use new technologies, but if all we say is if people our willing to learn then people will generally learn after two to three days and actually doing that and practicing that with one another. There is a whole series of programs in assistive technology centers that can offer training in these areas to help people stay connected now. Note too with older adults there is a general higher likelihood of feelings of skepticism about privacy. Be ready to have those conversations with individuals, and choose platforms that are secure so if you are an organization and are going to be providing telehealth services maybe for the first time ever, you want to use platforms that are HIPAA compliant. Like zoom for healthcare, so you know you are protecting the privacy and confidentiality of individuals.

And so, when teaching people this is really interesting because there is this idea of Elder speak. And so, Elder speak to be that we work with older adults we may treat them as children. And so, as in maybe you will show them how to do the technology. I will do it for you, like it's a little kid maybe learning how to tie their shoes. I will do it for you. You will be fine. We really want people to do that themselves. And so, this is the I, we you method. Family members, caregivers, you can hook up with one of these assistive technology centers to do this. First the family member shows the individual how to use of the technology. And then they actually do it. Lastly, the older adult uses the technology. We go a step further and have the older adult teach somebody else how to use the technology, and it's pretty good information. Pretty good information for folks. Some normal aging in technology. This is probably some of the coolest stuff. So, as part of the normal aging process, actual vision loss is not a normal part of aging. However, older adults are at higher risk for developing age-related conditions such as macular generation, glaucoma there could be difficulty focusing one's vision on objects close up. It could be difficulty distinguishing colors such as blue or Black. People may need more light to see well. And also if you are using a chat feature people may have a harder time to see the chat feature.

Here are some ways to promote connectivity. Communicated large font. We use a type 14 font and everything that we do from our smartphone applications to our State reports. We have used that so people can see that. We don't include colors that are like blue and Black that are too contrasting. We will use colors that have a greater contrast. Communicated large fonts if you are encouraging people to come and join some kind of meeting. Sometimes people are printing out things, leaving it on the outside of people's doors and putting that in a 14-point font and putting it in a beige background so that it increases someone's ability to see. Also communicating via Zoom or Skype during the day and a well lit room is really helpful so people can see you. And of

course, do not sit too close to the screen because you want people to see you. There are some very cool devices out there, one of which is grandpad. It is specifically designed for older adults and so it has a larger font on it. If you look at your smartphone or tablet there is actually a way, there is an assistive device within your smartphone or Android that helps the font increase on the phone for the individual. That is something that can be really helpful for folks. Also no video shaming. If people don't want to use their video, that is totally okay. That may be related to eyesight that may be related back to people don't feel comfortable seeing inside of somebody's home. And so, we encourage, it's really about connection right now and engaging right now. If people want to engage without videos, allow for that. But of course, talk to your Supervisor because some organizations may want you to have that. Next to hearing loss is it's a normal part of the aging process. It gradually occurs over time and usually in both ears. It's interesting because there is difficulty hearing high-pitched sounds, and there is also trouble hearing consonants or heavy words. And then difficulty following directions in a room of loud background noise. Imagine of being in a diner or a restaurant and there is a lot of people around and a lot of people talking having conversations. It could be really difficult, especially for an older adult to follow the conversation with a loud background. What Can You Do? You can include captions on your videoconferencing if you are going to do a video conference which is cool. If people can read they will be able to read at the bottom. And Google, Google meet allows that to happen naturally. You just have to turn it on, which is great. We use a zoom platform and it is not as accessible for Closed Captioning for individuals. And another thing you can do too is encourage people to use headphones that plug straight into their computer. They are only hearing what is going on in their immediate environment. Also muting people really helps as well. If you do set up a videoconference, have people muted for as soon as people arrive. And then there is some really cool apps out there for individuals who are deaf or have hearing loss. Some of which Google transcribed, Roger voice. In all of these apps we put them on our website so people can access them really quickly. It's digitalpeersupport.org just go to our database.

Some other ways to provoke connectivity, suggest use of earplugs, include Closed Captioning. And of course, try to conduct phone calls or video meetings in locations with low background noise. That could be difficult, considering the current environment. There is a lot of people living in your house right now. It could be difficult. What people are doing is they are going outside for phone calls. If there is not as many people outside, trying to use places with low background noise and be cognizant], of course. And changes in mobility are a normal part of aging. Part of this is that people may experience more pain and more arthritis, so that kind of is what comes along with that. Again, back to no video shaming. If somebody is homebound, in bed, maybe they can't get out of bed, and we are requesting people to turn on their videos sometimes they don't want to do that, especially if they are in pain but also to take breaks during long phone calls or videoconferencing. We take a break every hour. We do four hour trainings and every hour we get up and move around. Even as a Facilitator if you were to provide services to individuals, you're going

to want to move around too. I remember we were doing A 4 hour training in my back was hurting me. Things that I have done is I turned off my video, got up and moved around. Allowing that, making sure that it's okay to do those types of things. Next, memory. Memory is a natural part of aging. There is subtle changes in memory that occur as part of aging process. Sometimes these changes occur sooner in anticipated or faster than expected. And so, really cool ways to promote connectivity was what Caroline was saying about reinforcing things. If we are training people or older adults being trained by other people we want to reinforce some of that information. Memory loss is something that definitely happens. Also it's important to focus on one topic at a time. We actually use single sentence structures rather than compound sentence structures. Like, for example, this is for memory some people could remember things much better so if I say, it's a nice day out today. I think I will go for a walk. Those are two separate ideas. Remembering both of those in a compound sentence structure way can be difficult for an individual so you want to focus on one topic say, it's a nice day out today. And so, that is really how when we are if you are somebody training people and using technology or trying to access and encourage them to use technology that is one way you can do that. Of course, pause between questions we allow 30 seconds to one minute because it's part of the natural aging process. The cognition does slow. It people are taking medications, which there has been a very large increase of people taking medications for mental health challenges lately.

A recent article came out saying that 70% of people are experiencing mental distress right now. We're also seeing an increase of recent substance use and also people dying by suicide. There is a lot of different things going on that it might be difficult for people to stay and feel connected. Keep that in mind. Of course, suggest the calendar to set reminders. It doesn't always have to be your smartphone calendar. It can be the old school calendar that is on the wall as well. And end each meeting with a short summary. It's helpful. By doing that it reinforces all of those ideas. I am going to briefly go over loneliness and health right now. And then we will open up for questions. I did mention that there is an increase in feelings of mental distress right now among the general population. And loneliness is a feeling that an individual has. You can be in a room filled with 30 people but you can still feel alone. Loneliness is actually related to feelings of loneliness is the same as smoking 18 cigarettes a day, meaning that it actually impacts your biological health as well. It's definitely a major issue. We are seeing an increase in that, especially during the current crisis we are in. If you think you can do, one of which is called raise your resilience. This is a great program that focuses in on wisdom. One of the best things for older adults to address feelings of loneliness is through developing wisdom. This is a positive psychology model. Raise Your resilience came out of University of California in San Diego. They've done amazing work with older adults and they have this program there that focuses on gratitude, ageism, looking to values, empathy, compassion and self compassion for individuals. That is one of the great things people can do. This is a positive psychology model, so I do believe a lot of people may have to be psychologist to provide that. Another great thing that we are seeing

is increasing wisdom is that older adult Peer Support Specialist are also individuals and 43 different states right now. They share the wisdom with other individuals who are experiencing mental health challenges. And also feelings of loneliness that they share their wisdom through technology, which is really exciting. There's lots of great ways to get trained if you are in that role. And then, finally, life review. It is something anyone can do. Life review is also called narrative therapy. It's really working with individuals in having them tell their story and doing that process it has individuals be able to retell their entire story. These are some ways we could increase loneliness among individuals or decrease loneliness among individuals. If you need any follow-up on that we have all sorts of stuff. Feel free to email.

Also in the interest of time I will keep going but here is a really great Covia program. This connects individuals to classes, conversations and activities by phone this is specific for older adults. These classes could be anything from knitting class to philosophy 101. Everyone will be getting these slides. There is also some telephone activities providing older adults opportunities to connect with other older adults so that is really that peer support program for individuals. Some of these are offered in English and also Spanish as well. There's also a cool friendship line people can call to share personal experiences with other people who are older adults or adults living with disabilities. This is the friendship line by the Institute of aging. And next we have volunteering as one way that older adults can still feel that sense of purpose right now. there a great program called, retired senior volunteer program that helps older adults volunteer and increase their sense of purpose. And there are audiobooks right now and ways to connect also for LGBT older adults if you need help finding any types of services in your community, the ACL.gov, follow this website and it will take you to all of the resources that are available in your community to address those social determinants of health like housing, food, an individual pantry. We have an advance certificate digital technology and older adults we developed from our research. This includes education on older adult mental health, technologies for older adults, trauma-informed digital communication, older adult technology preferences, normal Aging and Technology, bonding and connecting virtually, the role of family members and caregivers, and also recognizing the signs of abuse and neglect. And also we get into detail about how do we really address loneliness and social isolation and practice that with folks, which is really exciting. We have trained people really all over the country. The green is where people we have trained and Canada. In Romania, the UK, New Zealand. The blue represents the entire State that we are training as well. In our digital peer support but also in advanced certification. We want to thank everyone for being here today. We gave you a lot of information. I am so glad everyone is going to get the PowerPoint slides and feel free to follow up if you have additional questions. If there is any questions for me, I am available. How would you like us to answer the questions?

Thank you so much, Karen and Caroline. I know you gave us a lot of information. Really condensing your longer training. We really

appreciate getting so much information and more for people to review the slides. We've had a few questions come in so we will take a few of them in our last minutes together. Referring back earlier on Caroline when you were talking about the training you provide got can you provide a link to information on your classes about Zoom or Facebook? I do not know if that is possible or there's a way for folks to learn more about how you train older adults to use those technologies.

Sure, the link through the resource center at Dartmouth-Hitchcock. I can provide that link in the chat. It doesn't provide a lot of information but just says when they hold the trainings and what the training is on and how to sign up for them. It is free for all people.

That would be great, thank you. Also we have a couple of evaluation questions for today to help us learn more about our attendees. We'll put these up as well as we are taking some of the last questions. We did have an early question about, think you addressed this a little bit, Karen, about someone was asking about meeting the needs of Very Low Income. I know you spoke to using the telephone. That is something in I&R programs is you have to be ready to use basic technology. Any other tips or thoughts for low-income for adults?

Yes, when option is getting people access to new technologies, and there is some amazing State grants out there. The FCC grant, Caroline, would you mind putting that in the chat. It is up to \$200 million, and it helps build the technology infrastructure for an organization. So, in the event you are working with individuals and maybe they were -- they want telephone or you think an amazon alexa would be helpful for them, you can apply for grants to help individuals in that sense. And also hotspots are available throughout the country right now. If you are close to a university, a library, fast food places and hospitals there is actually free hotspots for individuals. Right now Comcast, another provider is also offering free Internet access for the home for individuals. Those are a few options for individuals. And also technology cannot solve everything. Some places what they are doing is they are sending letters to people just to check in to say hi, to have a penpal, too feel connected to other individuals.

Great. As we get to the end of the presentation you shared resources like Covia or the friendship line. We've had listeners ask if the resources our free. I believe some of the programs are available at no cost to older adults to use.

Totally no cost. Everything I put up there is no cost. Yes, those are ran by the government so they are free for individuals. There is also a cool question about older adults in rural areas. That has actually been exciting, and probably a colleague I work with, we work with older adults. He works with older adults in rural areas. He has been talking about their willingness to use technology. He says once people are trained they're very excited to use this technology. That is super exciting.

Thank you.

I see that question. I can see communities that are rural or frontier or more spaced out. People might experience transportation that possibly technology may provide that but there is that connectivity and infrastructure and issues to address.

There is a cool question.

Have to get on another webinar. There is a question about, what is happening now as people our home there has been a lot more Domestic Violence. People our living, fortunately, with their perpetrator. Our other programs we do discuss what to do in those situations. They may be uncomfortable sharing information when they're loved one is home. And so, there has been people have code words they use. Sometimes people go outside. Those are a few things I wanted to make sure to address a little bit because it's such an important question.

Thank you. We are at the top of the hour and we do have some contact information for Karen and Caroline on the slides, and also the slides will be available shortly on the ADvancing States website if you have any questions we were not able to get to and want to follow up or learn more about the digital peer support certification program, they are great resource to learn about that. With that I want to thank you all so much for such a wonderful webinar. Want to thank our attendees for joining as and I thank our captioner. With that we will close the webinar. Again, all of these resources will be available on a website in the next couple of days. Thank you, everybody, so much, and we wish everyone the best of the rest of the week.

Thanks for having us. Take care, everyone.

[Event Concluded]