

# digicontact



# DigiContact

- 24/7 support
- Eye contact online system
- Contact: scheduled and spontaneously



A teal-colored pentagon with a white border, centered on a white background. The name "Steve" is written in white, sans-serif font inside the pentagon. The background features decorative wavy borders in purple and orange at the top and bottom edges.

Steve

## DigiContact

- Wish for better, modern support
- Needs oriented
- More clients in less time
- More time per client



### Before:

3 x 1 hour on-site support

Total: 3 contact moments



**Contact hours** per week

### Now:

1,5 hour on-site support

2 x group support

1 x group lesson

2 x DigiContact

Total: 6 contact moments



**Contact moments** per week

A teal-colored pentagon with a white border, centered on a white background. The letters 'Mo' are written in white inside the pentagon. The background features decorative wavy borders in purple and orange at the top and bottom edges.

Mo

## Other client groups

- Intellectual and developmental disabilities
- Acquired brain injury
- Early stage dementia
- Mental health care
- Addiction treatment

## Support needs

- Mental health
- Social contacts (conflicts with others as well as lack of contacts)
- Practical issues
- Physical health

Zaagsma , M., Volkers, K.M., Schippers, A.P., Wilschut, J.A. & van Hove, G. (2019) . An Exploratory Study of the Support Needs in 24/7 Online Support for People with Mild Intellectual Disabilities. *Journal of policy and practice in intellectual disabilities.*



## DigiContact

Rianne Dekker

Ri.dekker@digicontact.nl

Lisa van Duijn

Lisa.vanduijn@digicontact.nl