



Enabling Social Innovation

Workshop 9- Uptake of Digital Technologies: Is technology supporting social innovation?



Omor Ahmed
EASPD



Sarah Boland
Saint John of God
Community Services



Patrick Fitzgerald,
Saint John of God
Community Services



Gregory Wellems
Keystone

Setting the scene

- We are surrounded by technologies
- Not everywhere the ‘Human Factor’ is always included in the development process
- How technology can be part of social innovation to make necessary organisational changes.

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Workshop agenda

11h30 – 13h00

Presentations – 30 min

- Greg Wellems, Keystone
- Sarah and Patrick, SJOG

Q & A – 15 min

Focus group discussion – 40 min

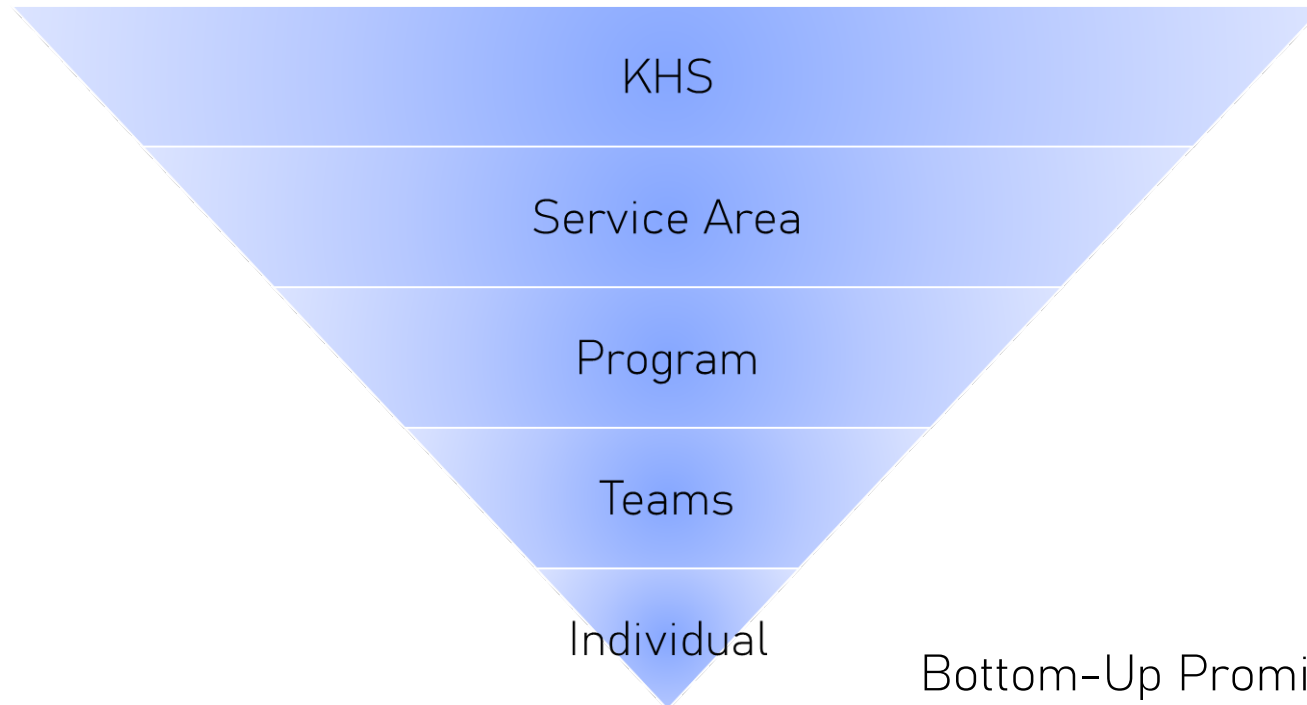
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Creating a Culture of Curiosity



Enabling Social
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Top-Down Strategic Initiatives



Bottom-Up Promising Practices

Person-Centered Supports to Foster Innovation

- Create a purpose statement
- Develop strategic and tactical goals
- Evaluate structure and infrastructure
- Create a roadmap through process
- Encourage the use of technology
 - Incorporate into existing practices
 - Eliminate fear by building skills
 - Encourage Innovative approaches
 - Develop competent and confident technology users
 - Provide support and guidance

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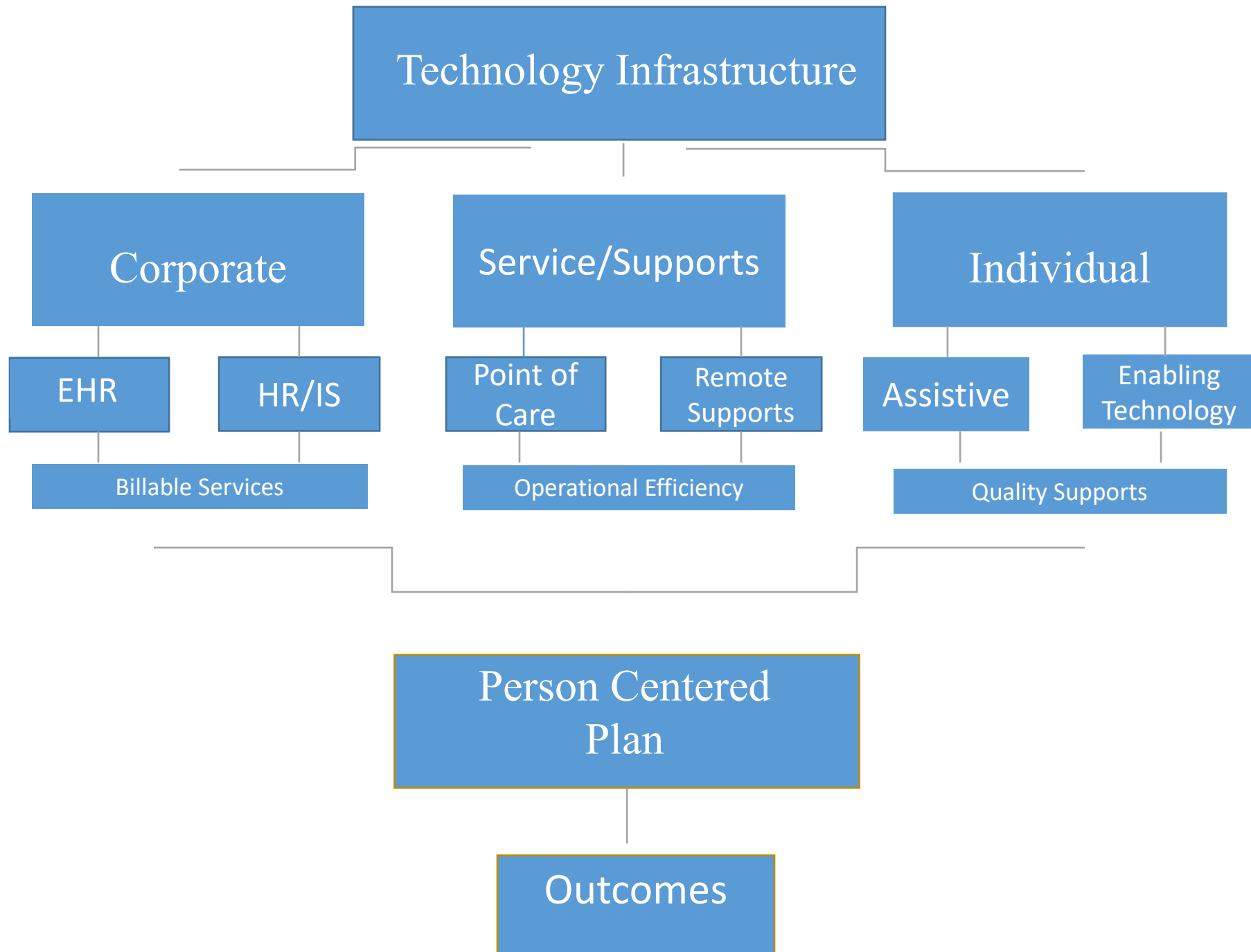
Purpose

Keystone will, in collaboration with individuals' families, friends, and team members, complete a Person-Centered Plan (PCP) for all individuals who accept ID services and supports. Using the PCP process, strategies will be developed to:

- Improve behavioral and physical health
- Support accessing the community
- Find competitive work
- Effectively communicate

The use of available technology, cell phones and other augmentative devices, will be considered in supporting the individual in becoming as independent as possible.

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Supporting Bottom-up Practices



- Discussion begins with the Person-Centered Planning process.
- Individual Assessment and Intake
- Individual Plan Team discussion.
 - Building in Questions to Guide the Discussion
- Understanding the Technology.
 - Individual's rights around technology.
 - Details what technology is expected to be used – where/when/how.
 - Details the individual's/legal guardian's rights to discontinue use of technology if desired.
- Intake meeting held with *SimplyHome*'s staff to complete their Person-Centered evaluation for the system build.

Technology Discussion in Person-Centered Planning



**Enabling Social
Innovation**

LifeCourse LIFE DOMAIN	LifeCourse Prompt	Technology Guiding Questions	Examples of Technology
Community Living	<p>Where would I like to live in my adult life? Will I live alone or with someone else?</p> <ul style="list-style-type: none"> • Co-ops • Adapted living space • Environmental technology • Shared living/ host family • Companion living • Public transportation • Home ownership • Independent Living Center • Group Homes • Independent Supported Living (ISL) 	<p>What would make your life easier at home?</p> <p>What would help you in moving around the house?</p> <p>Do you have a communication method or system to express wants and needs that others can understand?</p> <p>Do you need support to achieve a greater level of independence by using a computer or technology device to control your surroundings? Can technology assist to overcome any physical limitations? Can technology assist with your personal care?</p> <p>How can you navigate your community as independently as possible? What would help you to “get around” and go to the places you like either by yourself or with less staff?</p> <p>If applicable: What can a service animal/dog do? Would that help you with getting around, either at home or in the community?</p>	<p>Alexa Google home Apps – prompting, cooking, reminders, budgeting. Alexa to provide information like the weather etc., control lights, set schedule and reminders etc. other areas are iPad or notebooks that read to people, email that helps folks stay connected, access to ASERT and HCQU web sites that have a lot of resources.</p> <p>Time management/organization apps such as timers, reminders and alarms, visual schedules, and access to visual supports for learning new skills and task completion.</p> <p>Difficulty with memory / organization / math</p> <ul style="list-style-type: none"> • Meal planner, shopping list organizer • Medication organizer or dispenser • Adapted calendars (e.g., large print) • Adapted calculators (e.g., talking, large button, large display) <p>Difficulty with self-care, gripping, reaching, typing</p> <ul style="list-style-type: none"> • Long handled comb • Dressing aids (e.g., button hook, zipper pull, sock donner) • <u>Reachers</u> • Adapted light switches and lamp knobs. • Adapted stove knobs, faucets, universal turner tool. • Ergonomic or adapted mouse pointers and keyboards • Ergonomic gardening tools <p>Difficulty getting around (mobility)</p> <ul style="list-style-type: none"> • Walker, cane • Sit-to-stand seat lift

Technology Discussion in Person-Centered Planning



LifeCourse LIFE DOMAIN	LifeCourse Prompt	Technology Guiding Questions	Examples of Technology
Healthy Living	<p>How will I live a healthy lifestyle and manage health care supports in my adult life?</p> <ul style="list-style-type: none"> • Gym membership • Community Health Centers • Health fairs • Family practice providers • In-home or community-based therapies • Family member or school staff implements therapy • Tele-Medicine • Personal fitness devices or apps • Center-based therapies (PT, OT, Speech, etc.) • Specialized medical care 	<p>Do you like exercise? Would you want to try it in a new way? Do you like to “see” your progress, how many steps or miles you walked, how many calories in a meal?</p> <p>Do you schedule doctor <u>appts</u> through websites? Is that easier than talking on the phone?</p> <p>Do you look at your test results online?</p> <p>If you are feeling anxious, would you like to try guided meditation or white noise apps?</p> <p>Would you like to track your mood/feelings using an app?</p> <p>Would you like to connect online (social media, Facebook) with support people or groups?</p> <p>Would you like to find healthy recipes online?</p> <p>Would you be interested to talk to a Health Coach on a regular basis? Someone to check in with you to see how you are doing, are you working on healthy goals?</p>	<p>Wearables – tracking personal fitness – activity tracker, Fitbit, tracking anxiety.</p> <p>Self- management Apps – menu planning, recipes, weight loss, diabetes, coaching, biofeedback (e.g., apps - Habits Pro, Goal Streaks, Time timer, Microsoft “To Do”)</p> <p>Workout equipment – with coaching/feedback/variety apps</p> <p>Social Media – groups, games</p> <p>Meal planner, shopping list organizer</p> <p>Medication organizer or dispenser</p>

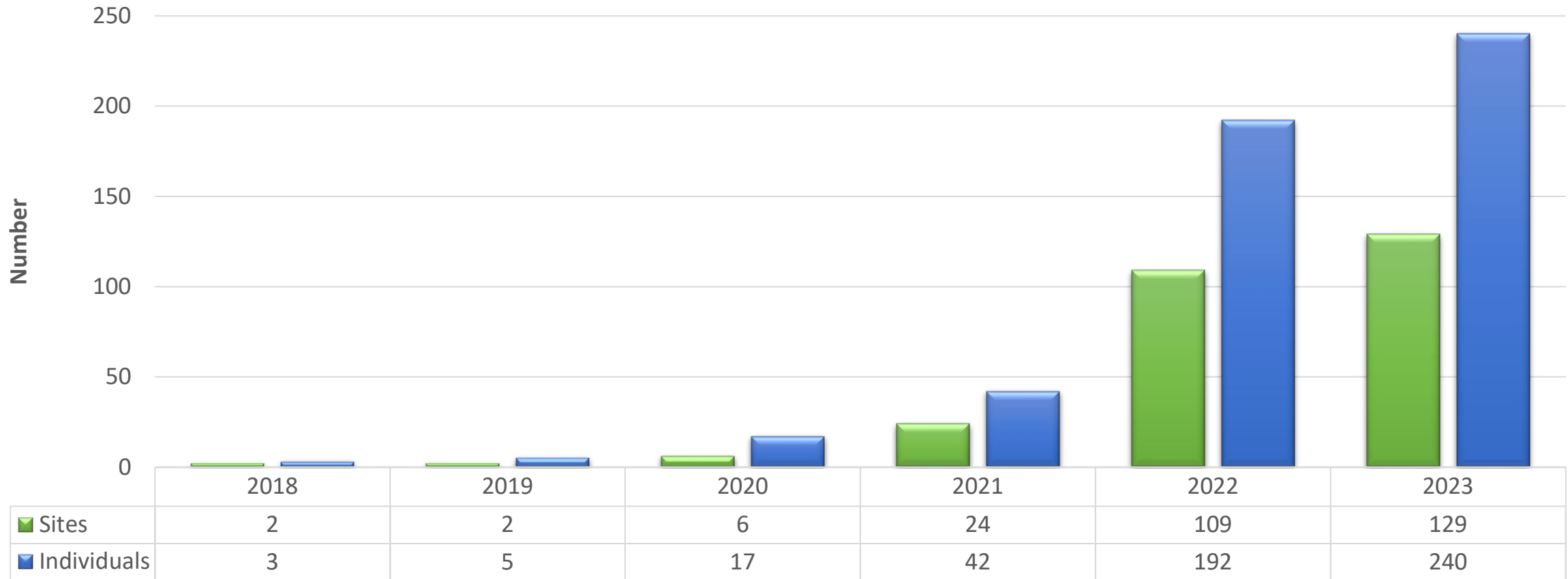
Providing Clarity – Roles and Responsibilities



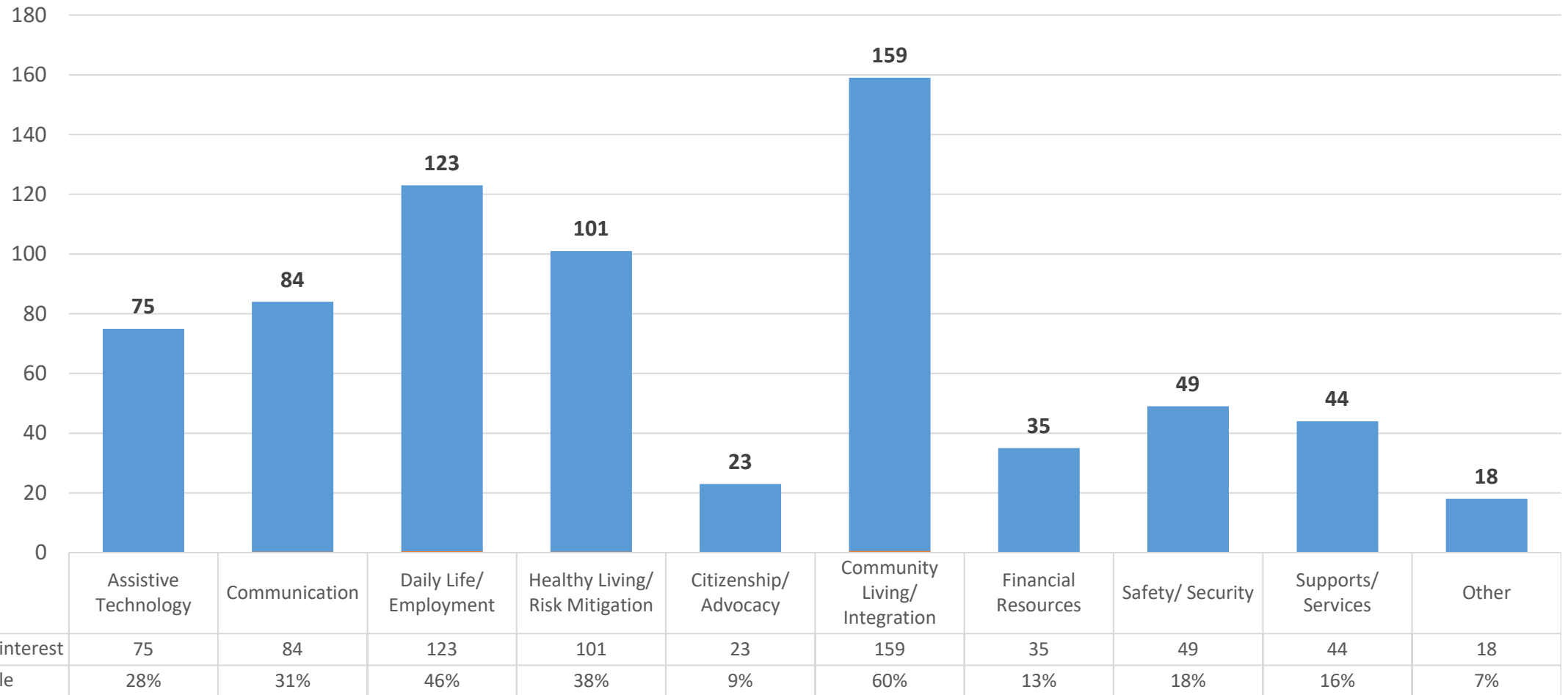
ROLES & RESPONSIBILITIES						
Area	Program Supervisor	Area Supervisor	Clinical Specialist	ACD	ID Director	Heath Service Consultants
Supports Technology	Identify and recommend individuals that may benefit from Remote Supports technology by assuring that they have access to technology that will support them to have greater control over their own lives, participate in and contribute fully to activities in their home, work environments, and in their communities and to interact to a greater extent and more effectively with others. Assure that the individual has access and is fully supported in using remote supports technology as documented in their ISP.	Identify and develop necessary back-up supports for remote support locations. Ensure that Remote supports OD and processes are followed. Routinely address RST as an agenda item for Service Area meetings. Ensuring that each individual served has access and is fully supported in using RST as documented in their ISP.	Support each individual to have the full benefit of remote supports technology by assuring that they have access to technology that will support them to have greater control over their own lives, participate in and contribute fully to activities in their home, work environments, and in their communities and to interact to a greater extent and more effectively with others. Progressively develop knowledge of various technological resources to support people to maximize their independence and community integration. This may include devices, technology aids, strategies, services and practices that can be implemented to improve each individual's quality of life. Fully integrate the use of remote supports technology in each individual's service plan.	Progressively develop knowledge of various technological resources to support people to maximize the opportunity for independence and community involvement. This may include devices, technology aids, strategies, services and practices that can be implemented to improve each individual's quality of life. Fully integrate the use of technology in services.	Monitor overall implementation. Support small teams through the PCP process and identify and address barriers to successful implementation.	Support the team in identifying technology to monitor and improve an individual's health.

Technology Adoption

Number of Home and Individuals Impacted by Technology

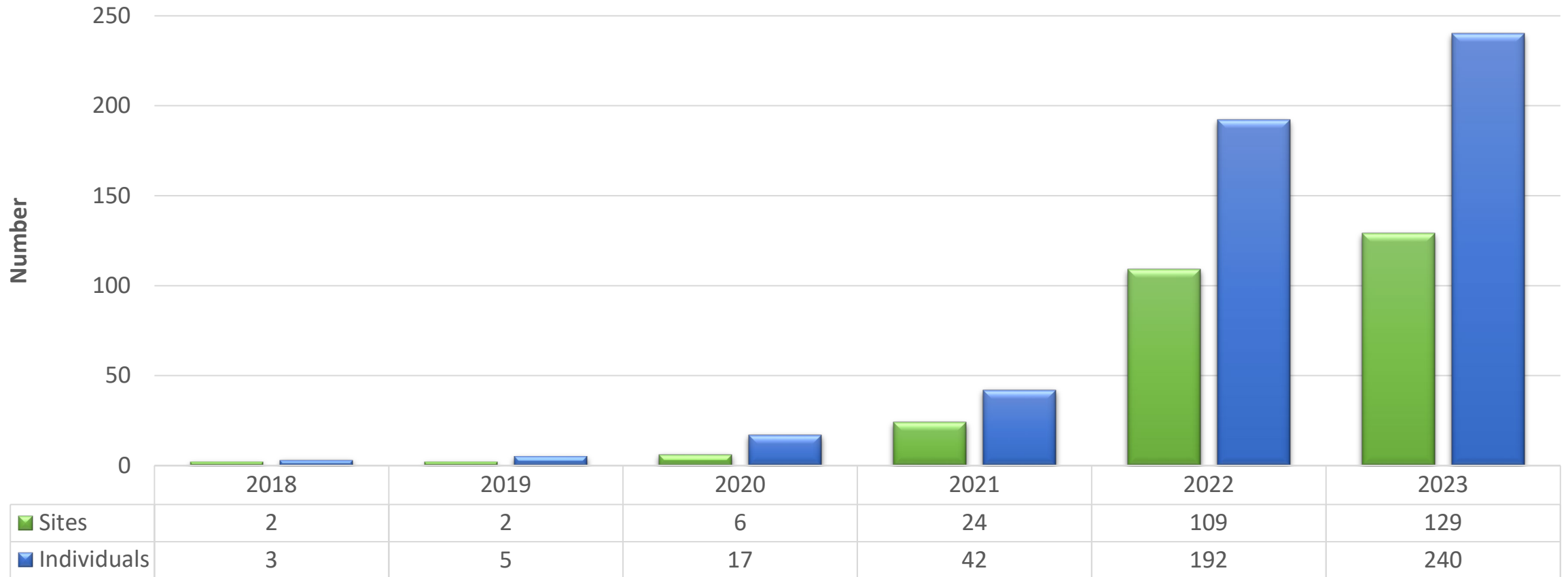


Range of Interest in LifeCourse Domains

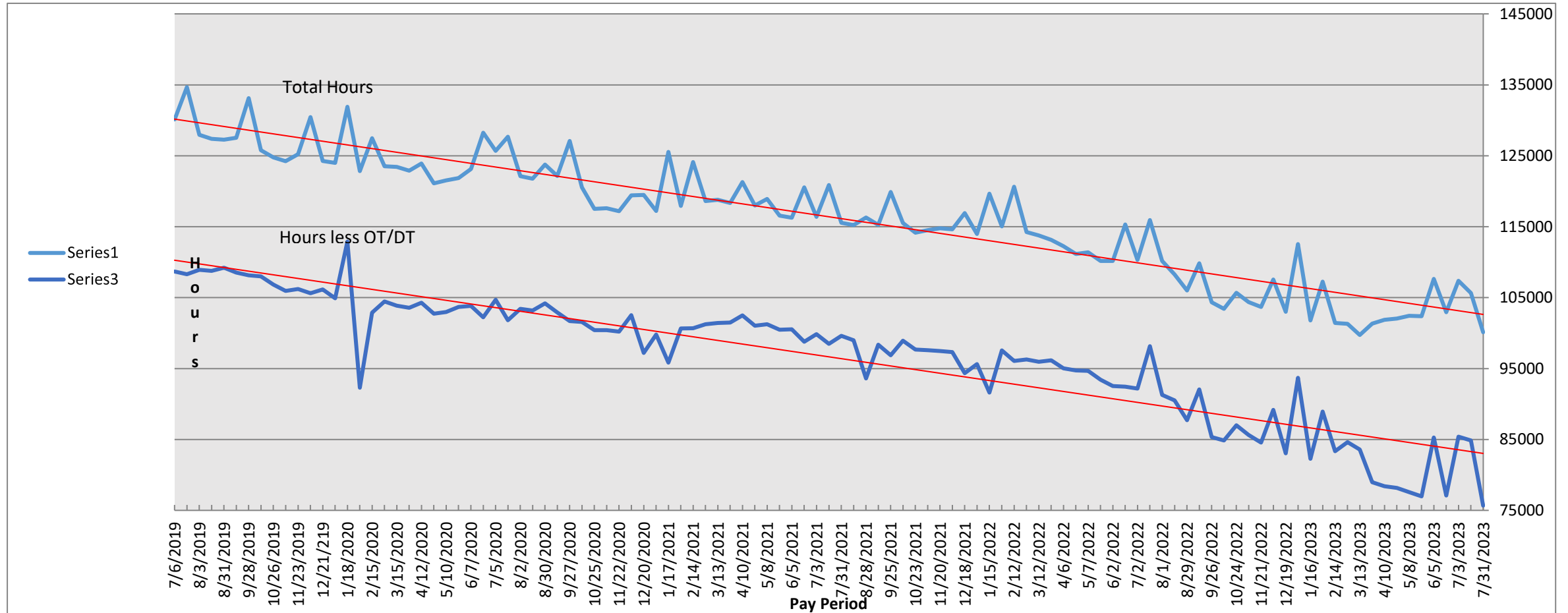


Technology Adoption

Number of Home and Individuals Impacted by Technology



Outcomes – Not Models



Technology Solutions

- 2019 – SimplyHome provides innovative and affordable technology solutions. Uses sensor-based systems can adapt over time to alleviate concerns about cooking safety, medication adherence, and the risk of wandering or falls.
- 2021 - Tranquility Lifestyle Solutions (TLS) to trial the Vayyar and Nateera technologies for fall detection/vital monitoring
- 2021 – Partnered with the Institute on Disabilities at Temple University to develop the Consider Assistive Technology Solutions (CATS) tool. The CATS tool is an on-line tool used by people with lived experiences or their teams to identify assistive technology services or equipment that would benefit them
- 2022- StationMD doctors are experts in the care of individuals with I/DD. Employing an easy-to-use telehealth solution.

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Digital inclusion for persons with intellectual disabilities

Presented by:

Patrick Fitzgerald - Co-Researcher

Sarah Gavra Boland



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**Saint John of God
Research Foundation**

Hospitality - Compassion - Respect



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Support more people to be able to use digital technology

A group of people with intellectual disabilities are co-designing an eLearning platform for digital education funded by the EU.



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Including co-researchers with disabilities improves accessibility and inclusivity in research.



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The Process

Co-researchers were hired to make sure the platform meets the needs of people with intellectual disabilities .

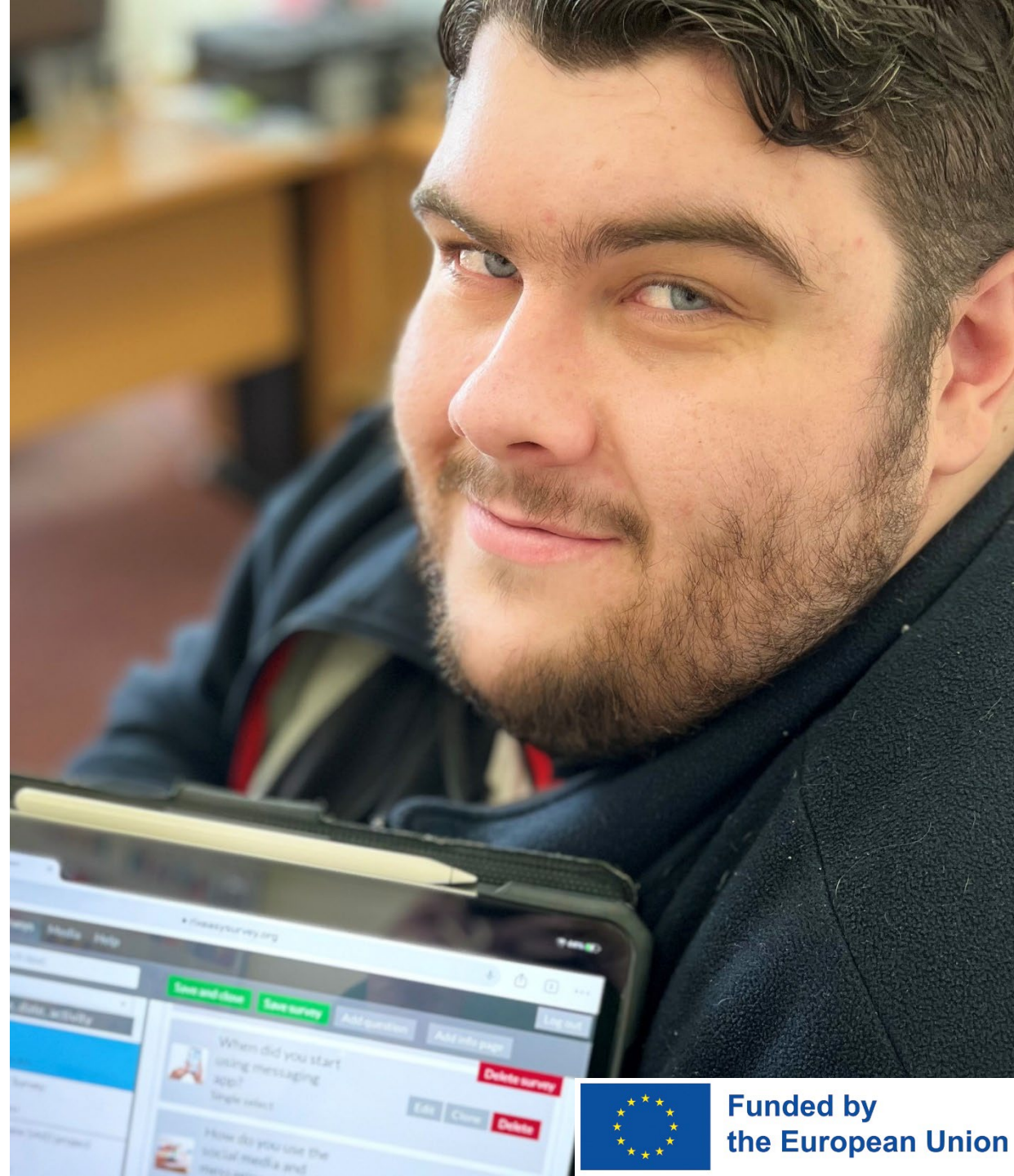


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1. Made the Accessible survey
2. Lead focus groups
- 3 Ask the interview questions

Participants want content delivered with **images and videos**, or images with text, instead of communication via only text.

Participants were **not familiar with accessibility functions** it is hard to imagine themselves using these on their devices.





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ENGAGE TOOLKIT -

Co-Designing an Accessible PPI Toolkit



We used the
Engage toolkit
that we created to
help us to understand
Inclusive Research



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- PwID were part of the research team and did tasks to help us.
- They supported the research team with new ideas.
- **Nothing about us Without us!**



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MULTIMEDIA ADVOCACY
A Guide to Using Multimedia to Support
Communication



Multimedia Advocacy

Supporting Total Communication

Plain Language

Support accessible content

Based on the work of the Rix Centre

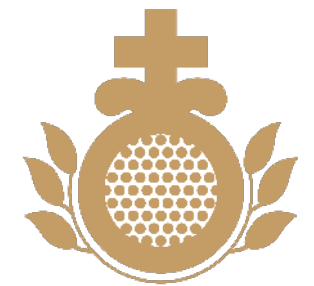




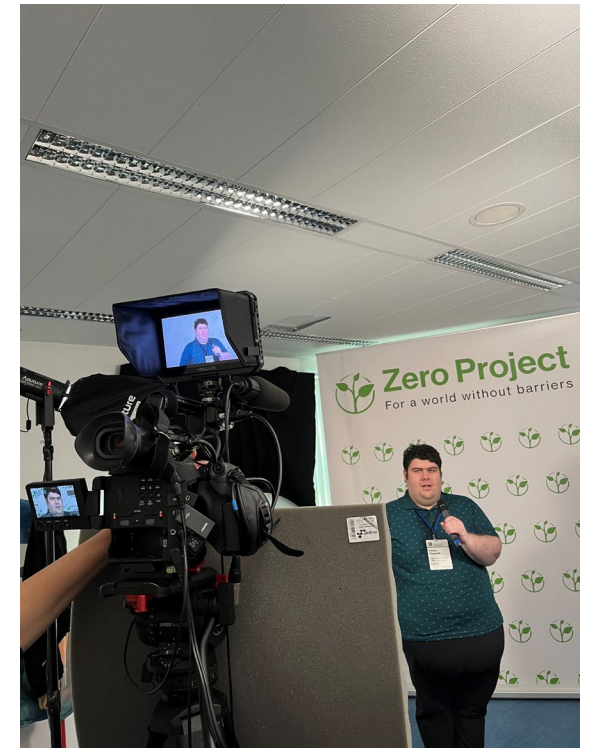
Zero Project Impact Transfer

by Essl Foundation, Fundación Descúbreme and Ashoka

Co-Designing Accessible Apps



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CO-DESIGN

Co-Design enables a wide range of people to be creative together and find solutions to a problem.



As trained co-designers, we share **our ideas**, needs and challenges for the apps **we** want to build to help us to **work, learn and stay connected**.



Empathy Map- Logo

Say

What is the problem?

All caps not accessible

o 3 might be good for all devices.

number 5 i see the technology and the gear icons, move away from all capital letter

Specific devices don't represent multi use

number 3 is neutral give the message,

different logo for different devices, might not be a good idea for

Do

What do you do?

If my AT wasn't a mobile device I might be confused so if it changed based on device



Think

How does it affect you?

The cog-wheel shows there is something happening in the backend



Feel

How do you feel?

I like the representation of mobile devices

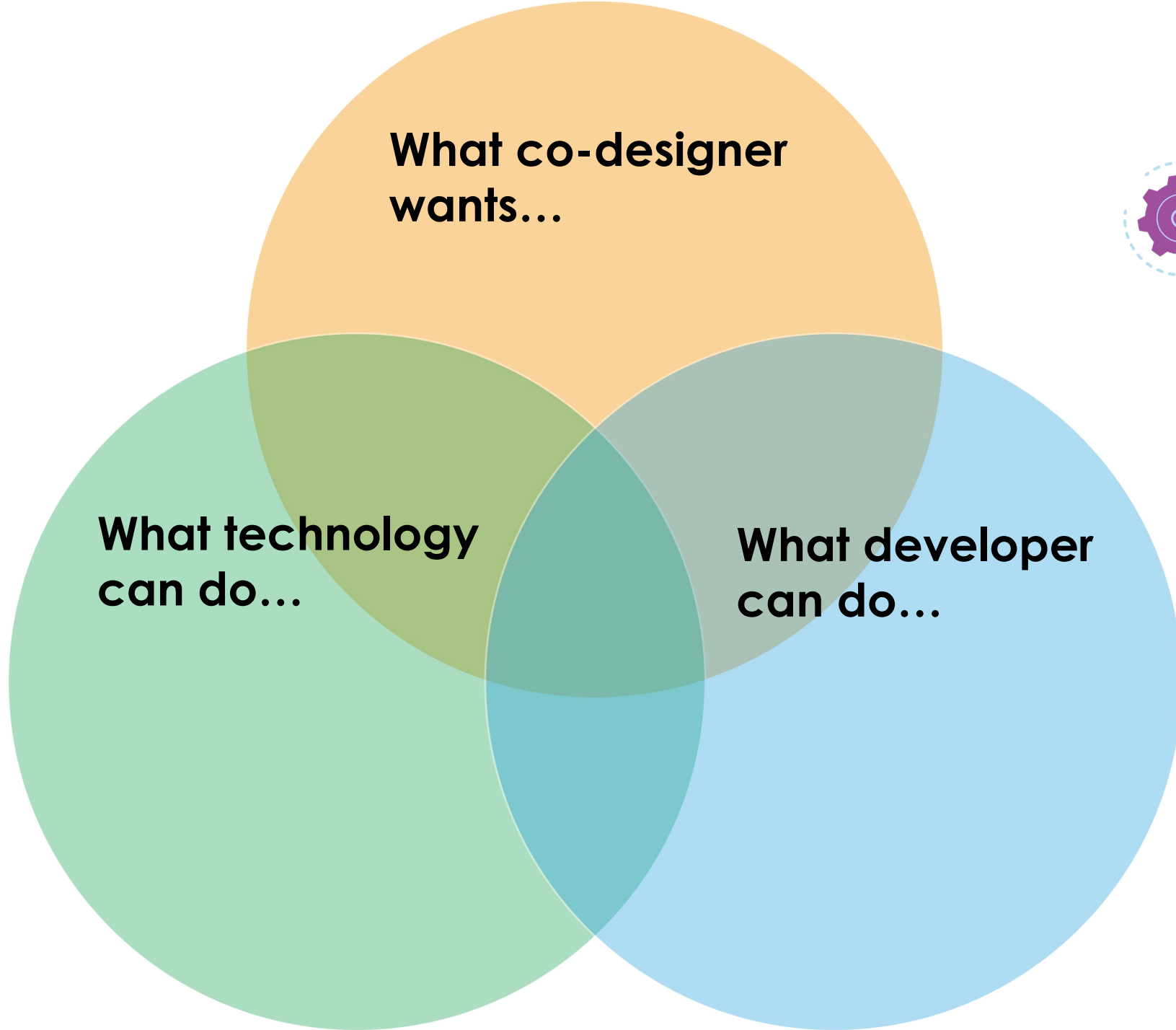


Pain:

Gain:



Project





I Like



I Wish



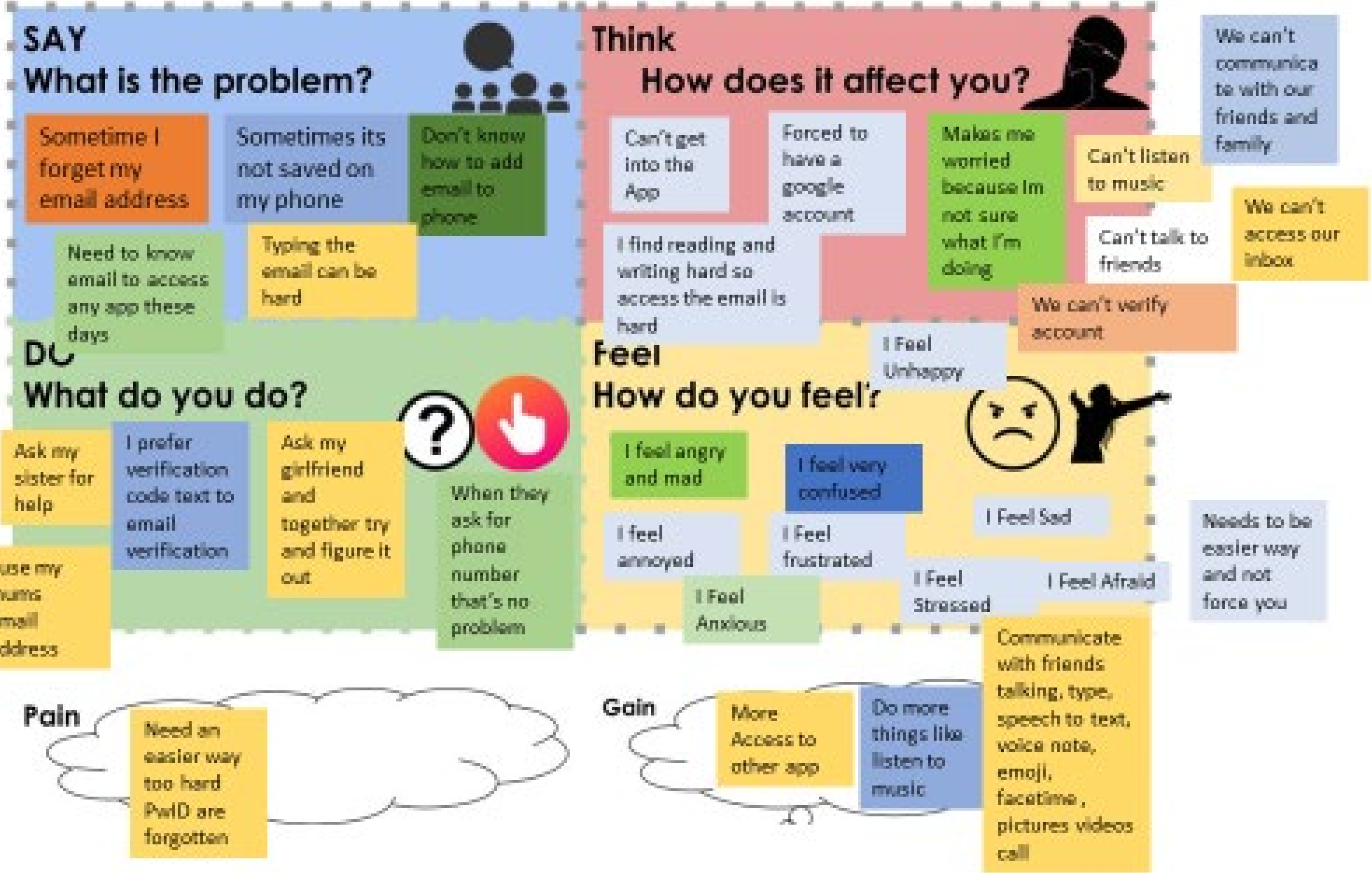
What if?

Irish & Greek Teams Problem Tree



Empathy Map - Understand the Need

Tony & Gary
Forget Email
address to
access app



Generating Ideas

Use the save login
access information
on the device

Write down
in a
notebook

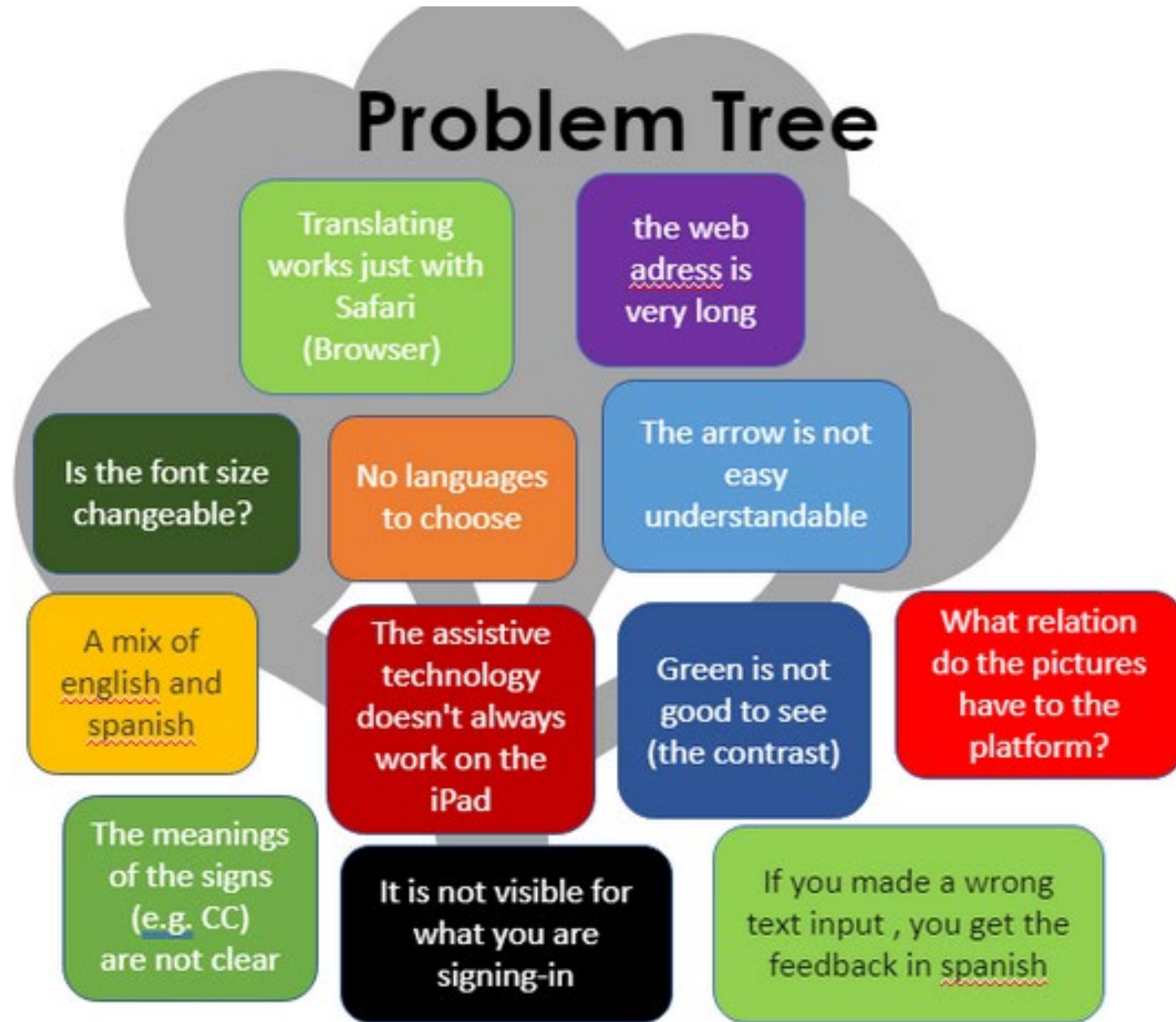
Save in notes
on device

Use biometrics –
face recognition
or thumbprint

Login using another
account Google, Facebook
– already logged in on the
phone

Ask someone else
to support when
trying to access

Austria team -
atempo
Problem Tree:
LOGIN



Empathy Map - Understand the Need

SAY
What is the problem?



Sometime I forget my email address

Sometimes its not saved on my phone

Don't know how to add email to phone

Need to know email to access any app these days

Typing the email can be hard

DO
What do you do?



Ask my sister for help

I prefer verification code text to email verification

Ask my girlfriend and together try and figure it out

When they ask for phone number that's no problem

I use my mums email address

Think
How does it affect you?



Can't get into the App

Forced to have a google account

Makes me worried because Im not sure what I'm doing

Can't listen to music

We can't communicate with our friends and family

I find reading and writing hard so access the email is hard

Can't talk to friends

We can't access our inbox

We can't verify account

FEEL
How do you feel?



I Feel Unhappy

I feel angry and mad

I feel very confused

I Feel Sad

Needs to be easier way and not force you

I feel annoyed

I Feel frustrated

I Feel Stressed

I Feel Afraid

I Feel Anxious

Pain

Need an easier way too hard PwID are forgotten

Gain

More Access to other app

Do more things like listen to music

Communicate with friends talking, type, speech to text, voice note, emoji, facetime, pictures videos call

Tony & Gary
Forget Email address to access app

Go to the App settings that says I forget my email and verify in SMS



I Like

SJOG

QR Code

The courses we are building

Voice to text options for login

Options for big and small text

Pictures/ icons of the apps & courses



I Wish

Meeting new people in different countries

That I will be able to use the website to solve problems independently

Different colours for background & text

Help button on the website – icon; question mark or person looking confused. Can use your voice to ask eg. "I need help with YouTube".

If password meets criteria show this with a tick. If not, shows with X

Eye icon to show my password

Login: using phone number or email

Closed captions: when speaking

Search for courses using emojis



What if?

On opening the website choosing your country – flags. Website and voice will now be in your language

Shorter URL to remember

Icons beside email and password boxes.
Email: icon of envelope
Password: icon of lock or a key

Login: Voice reminding you to save email and password

Ideas

The Username was to hard. Needs to be easier

Use our Full Name

like **ShaneRigney**

Use a QR Code to automatically enter username

Make sure you can save on phone

Pick a photo of yourself for your username

Mic – Want to be able to use Speech to Text on Microphone

Add a number at the end of name

Have our Username typed on a paper.

User our smartphone and the built in OCR – Object character recognition to Copy and Paste into our Username

Add a number at the end of name

3.Introduction

It works! Medical and technology

The “rules”:

1. Preparation
2. Communication
3. Empathy
4. Respect
5. Vision
6. Realism



4.Co-Design tools creation

Extracting tools from state-of-the-art literature:

- Journals: no guidelines
- Design thinking and UX: guidelines!

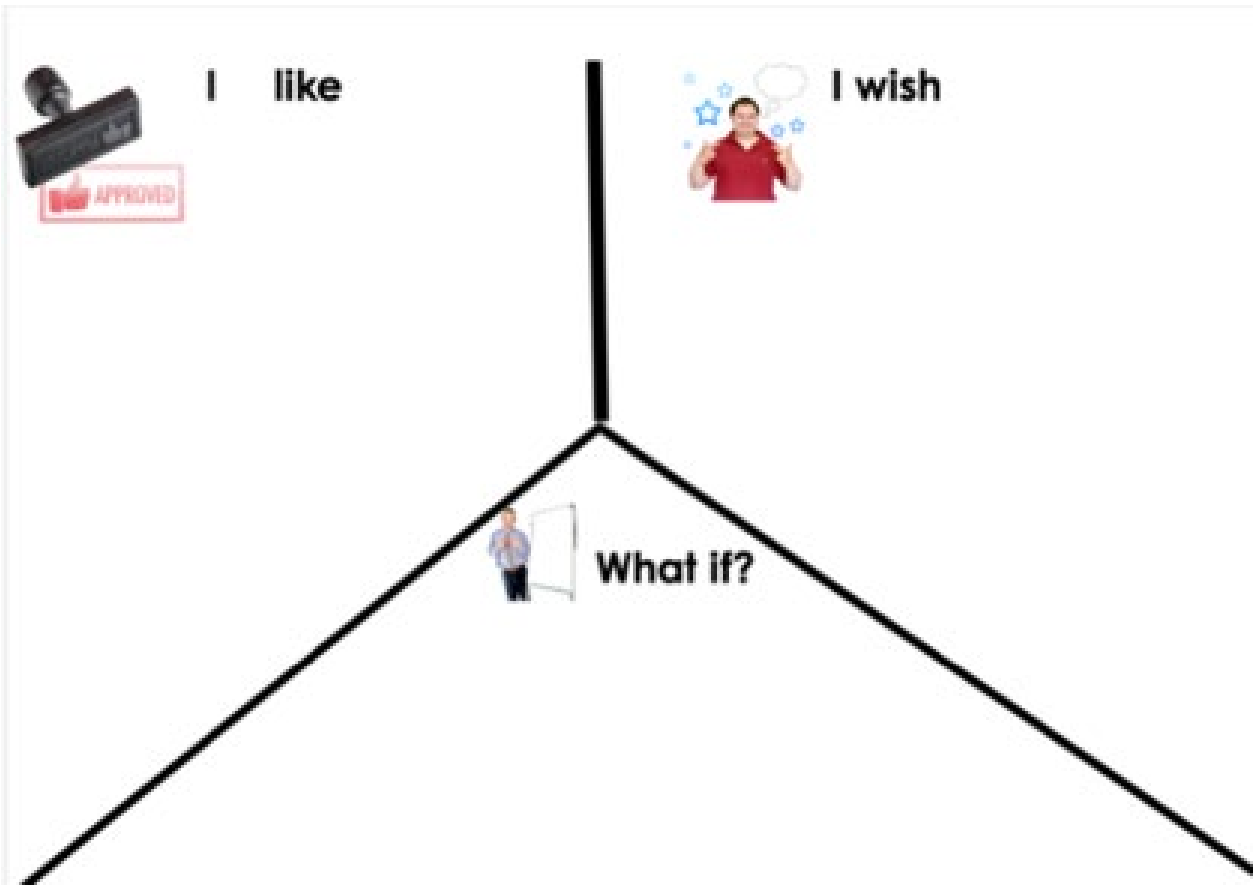
But not always accessible...

Extract tools from design and tacit knowledge

4.Co-Design tools creation

- **Use of plain language:** nouns were avoided, shorter sentences, using participants' phrases*
- **Providing visual aids:** images (photos or icons) to help overcome literacy limitations. Realistic pictures.

4.1 I Like, I wish, What if? (adapted D-School toolkit)

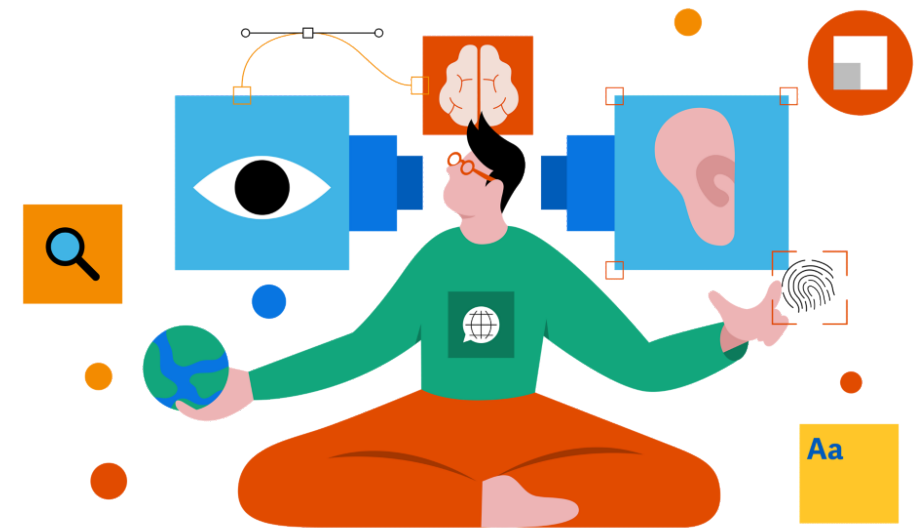


6. Co-creating the toolkit with co-designers (method)

- Accessible ethics procedure
- Five 1hr focus groups
- Online personal planning tool that all participants were familiar with and that required a redesign.
- Participants n=25 (total) SJOG + TU Dublin members

What we found in the Research

1. People Reported Barriers, What is needed and Best Practice
2. There are many different words for Digital Literacy
3. We need to be able to Access, Manage, Integrate, Evaluate and Create Digital Content
4. I am working with the team to make the research findings more accessible



Being a co-researcher



Positive Impact

Learning about research:

People with disabilities can learn more about how research works and how it can help people.



Research into the Digital Skills Gap Among Adults with Intellectual Disabilities



Survey Results

Most people do not understand how to use the accessibility options on their phone or computer.

Lots of people have trouble getting information from the internet





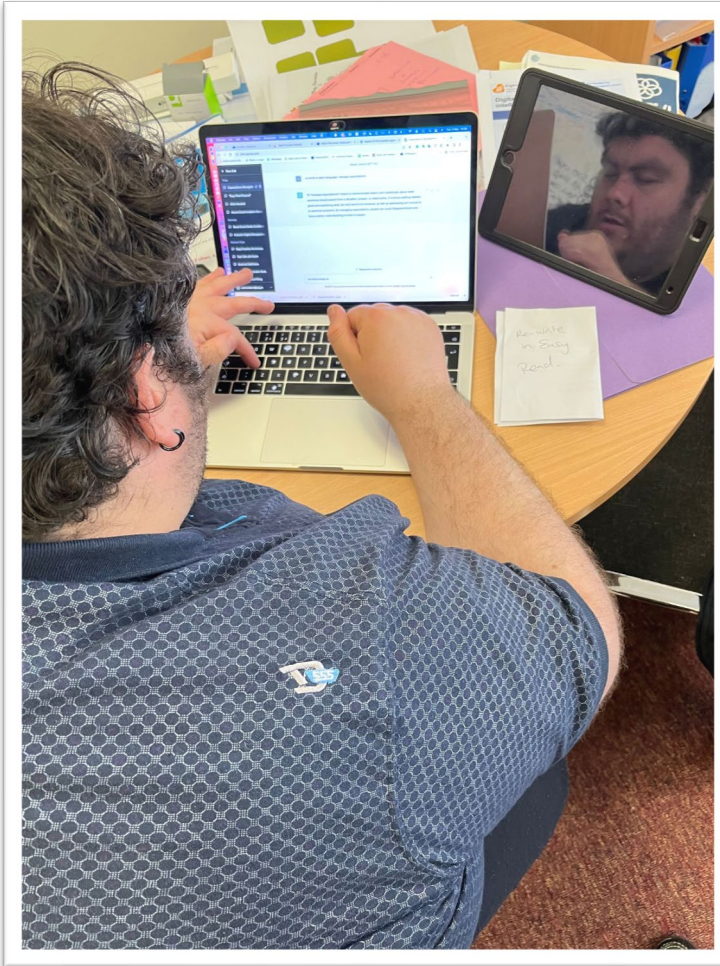
Focus Groups

- The most used access method for communication across all regions was typing using a keyboard. However, others used their voice, video, and emojis.
- Technical challenges included not knowing about available technology, login issues, and lack of understanding and general usage.
- The main motivations for the co-designers in the workshops across all regions were the desire to try something new, meet new people, and work with technology.

Interviews

What we learned from Ireland

- Good information that they could use in real life.
- How to use digital tools like ChatGPT, facial recognition, and text-to-speech.
- New skills like searching online, making music on iPads, and playing games.





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What I learned

Learned about research

How it works

How it can help people



New information can be difficult



I learned to use new digital tools

Claro Scan Pen, Built in accessibility in Powerpoint

Photosymbols, RIX Survey, QR Codes



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I became more confident

There could be power differences

We had ground rules so everyone's opinion
mattered

I felt powerful

I had a say in the research

Some people might discriminate

Ground rules encouraged people not to judge



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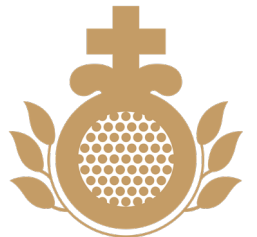
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Challenges

Not all of the co-researchers'
ideas can be created.

Compromises have to be
made.



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Positive Impact



- Building up skills in **Research, Digital and Social Skills.**
 - Meeting new people
 - Be confident in my new role
- I am helping other people with disabilities.





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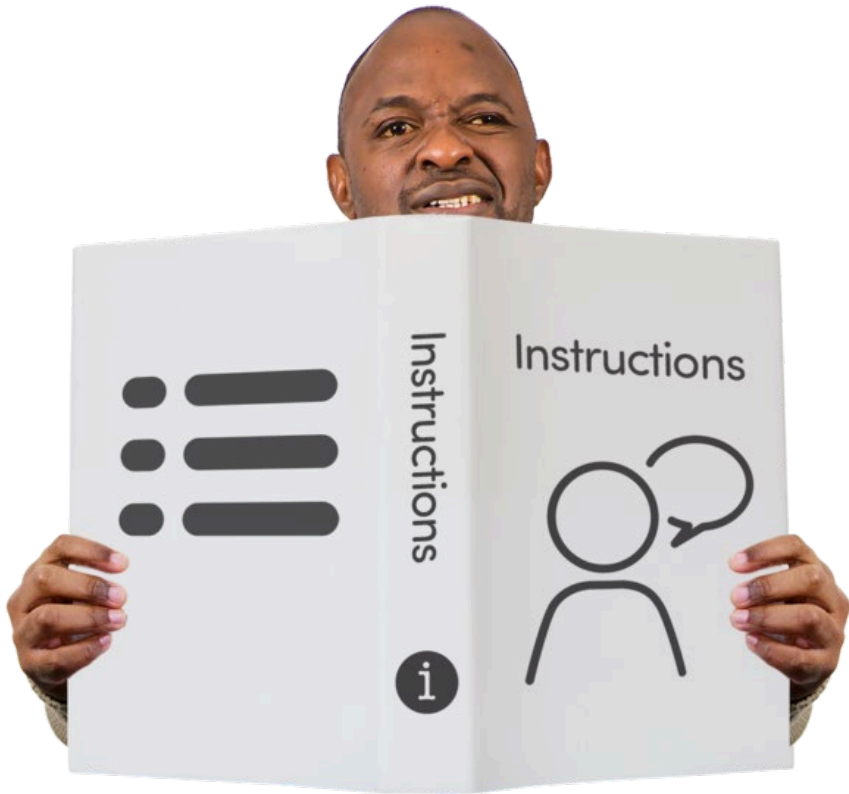
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Patrick's Top Tips to Support Co-Research

Tip 1:

**Taking part in a research can be a
struggle.**

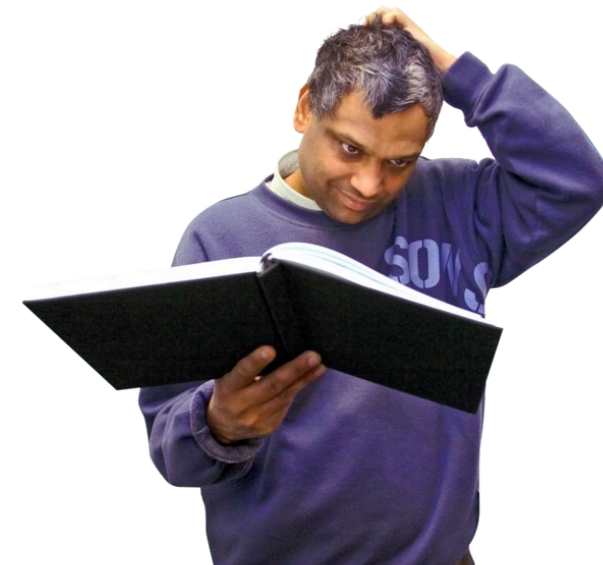
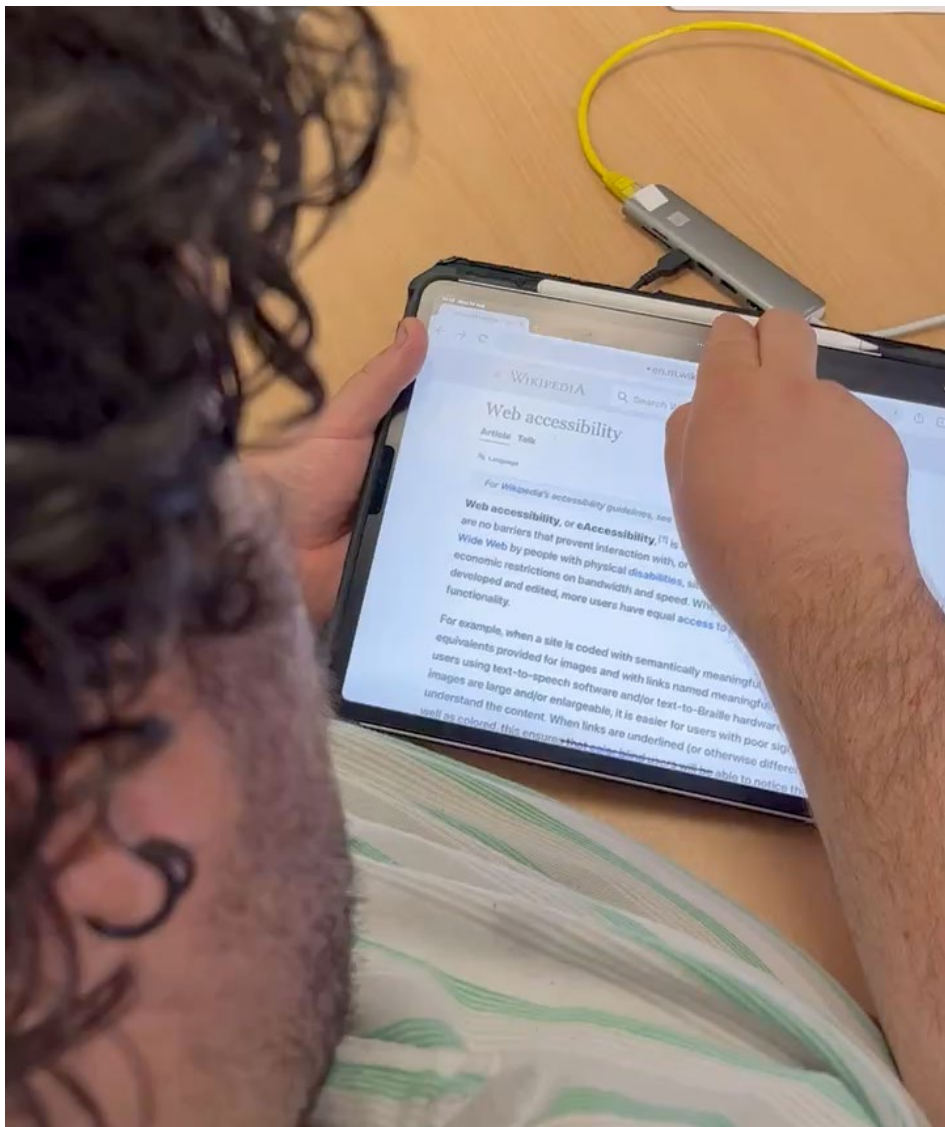
Co-researchers need to be given
clear explanations/instructions.





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Tip 2:

Information should be easy to understand.

Efforts must be made to be sure everyone understands the information.

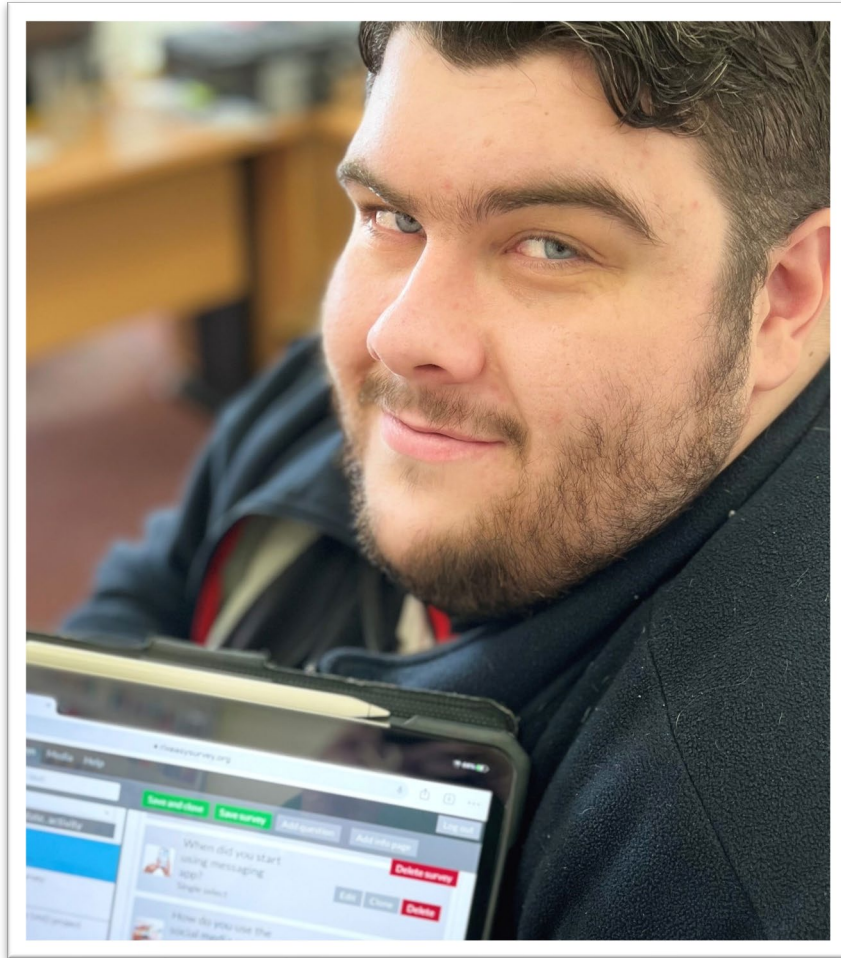


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Tip 3:

Access to Assistive Technology:

Researchers can support people with disabilities by using accessible digital tools. These tools can make it easier for them to become co-researchers or to do their own research.



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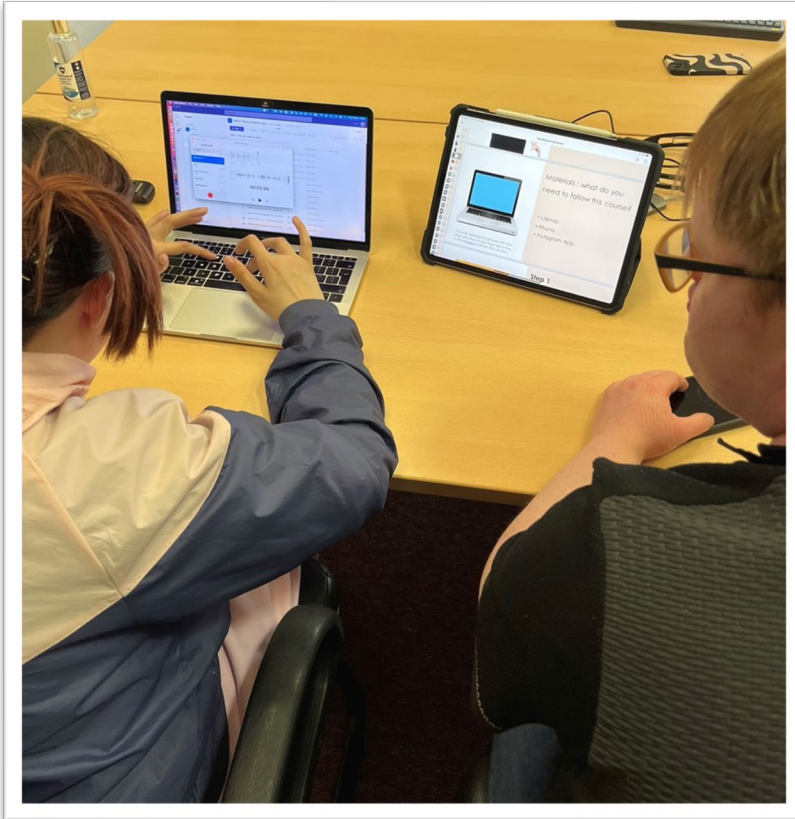


Tip 4:

Opportunity to improve Lives :

People with disabilities can
feel that taking part in research is
an opportunity to improve their
lives.

Summary



- This study is a valuable guide to encourage and support the participation of co-researchers with disabilities in future research projects, promoting accessibility, independence, and inclusivity.
- Using inclusive research methods helps us share ideas, discover new resources, and develop solutions that meet the needs of others.



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Thank you for listening

www.righttoconnect.entelis.net

LiffeyVoices@sjog.ie

@SJOG LiffeyServices



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References

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2. RTCN <https://righttoconnect.entelis.net/>

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Any question

Contact information

- Greg Wellems – gwellems@khs.org
- Sarah Boland - sarah.boland@sjog.ie

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12-13.10.2023 Helsinki

Focus group discussion

40 min

How Might We _____ *Action*
_____ *What*
for _____ *Stakeholder*
in order to _____ *What change?*



**Enabling Social
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12-13.10.2023 Helsinki

How Might We use Technology to support more inclusive organisations

Empathy Map-

Say

What is the problem?

Organisation:

Person Supported:

Do

What do you do?



Think

How does it affect you?



Feel

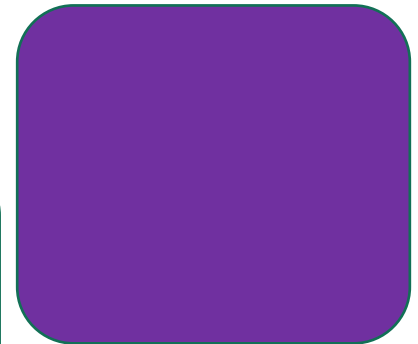
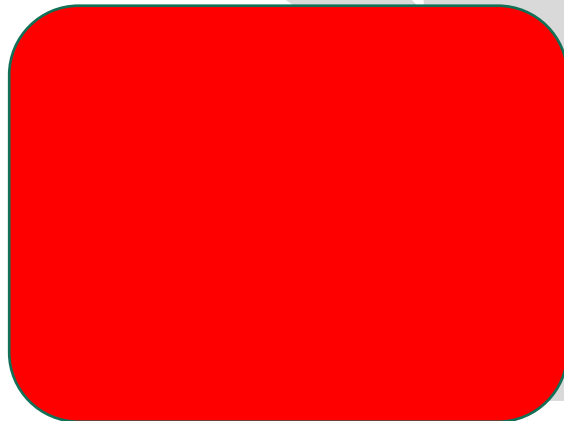
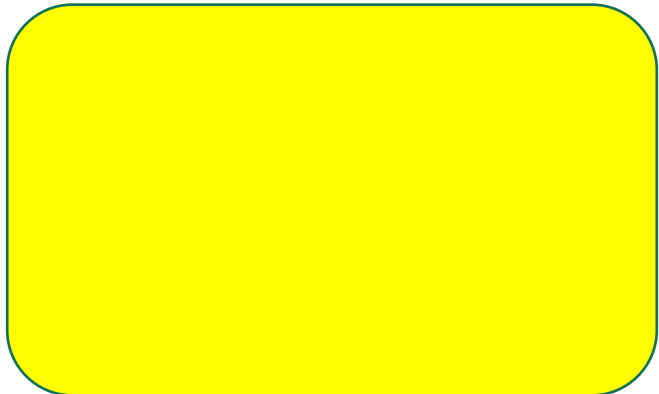
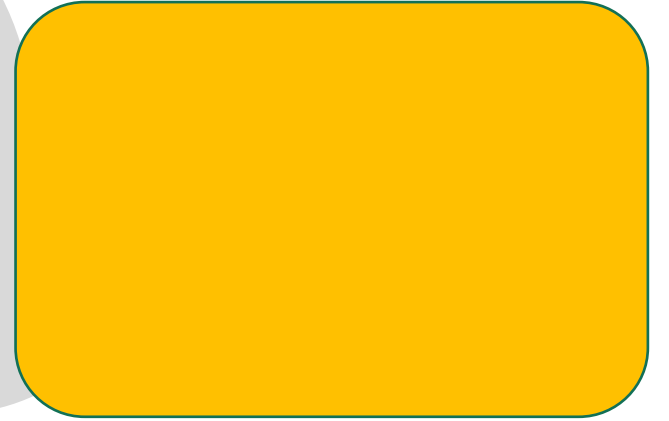
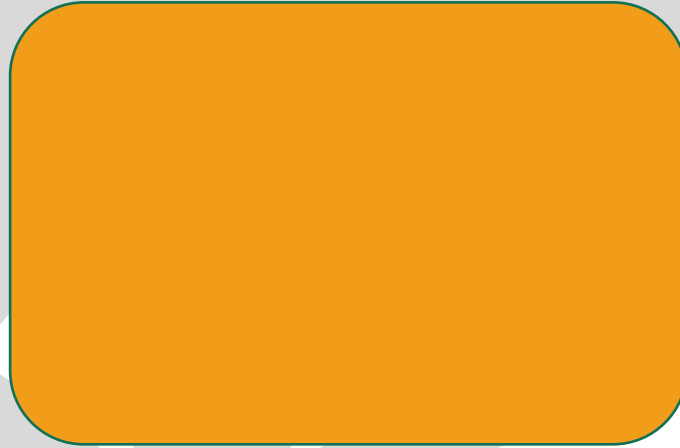
How do you feel?



Pain:

Gain:

Ideas of ways to use Technology to support Inclusion in Organisations



What people supported wants...

What technology can do...

What service can do...



Use Technology to Support Organisation Inclusion



We use technology to support inclusion in our Organisations



What do we need to know about the Technology support in our organisations



Who contributes to support inclusion in the organisations



How did we support inclusion before technology ? Could it be better?



Why is it important for our organisations to use technology to support inclusion?



I Like



I Wish



What if?

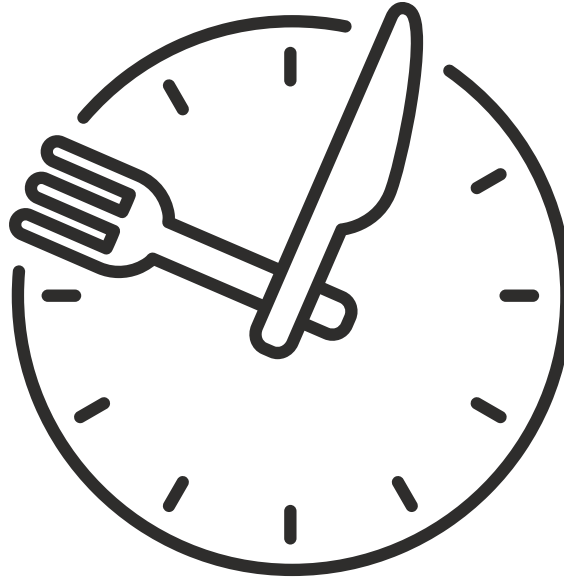
**Move to Sarah's laptop for Slido*

NEXT ON THE AGENDA

- Lunch (1.00 – 2.30 pm)
- Panel ‘Open Discussion: Commitments, Inspiration and, Next Steps’ (2.30 – 3.00 pm)
- Closing remarks (3.30 – 4.00 pm)

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Lunch break!
Back at 14h30



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