Case Study - The Arc Prince George's County

Goals to be achieved

- Avoid the fear of technology
- Remove barriers in online communication
- Reduce daily dependence on care staff
- Provide effective remote DDA care support

When the world drastically changed due to the pandemic, The Arc was trying to find ways to **keep people connected online, as quickly, and as easily as possible**. So, they tried Zoom, FaceTime, and other online tools but they **found barriers,** while getting people online. For all of them, the process was too complicated.

The people had to download the app, login with an ID or click on the link that was sent to their e-mail or message. The other issue was the **meeting invitation wasn't connected to their device,** and it became chaotic on how to get it there. Also, the online tools often **went off** after a while.

Features utilized to accomplish goals

- **Individual calls, chats** help communicate effectively and provide online training
- **Group calls** enable virtual learning and participation in daily programs
- **External invitations** allow family members and other participants to join calls
- **Automatic reminders** notify individuals to attend meetings or other events
- **Kiosk mode** increases security - it keeps the app locked on the screen
- **Connection to wheelchair mounts** allows people with disabilities to use the app
- **Entertainment apps** alleviate loneliness with games, weather, eBooks, music, etc.
- **Device-agnostic** app is used with Android, iOS; tablets, and smartphones.

„*Oscar Senior helps us to **easily connect one-to-one or in groups** and bring people into **virtual learning without the hassle** of setting up a meeting or sending links. It is **very easy to use**, it's similar to a phone. The software also allows us to **monitor the device's status** whether it's on active or low battery*," says Ryan Ramnarine, Systems Implementation Specialist, The Arc.

„*Another awesome thing is the **versatility of use**. We can use it on any platform, even on wheelchairs. You can also **lock Oscar Senior,** so only the app is open, which means people can only access what you want them to access. Thanks to that we can **utilize our remote DDA Services**,*" adds Ryan.

Results

- Overcomed the fear of technology use
- Everyone can easily connect online together and individually
- Less staff is needed, which saves money
- Greater independence, more privacy and less loneliness thanks to online support

Now, the pandemic is over and The Arc still **prefers to provide their support remotely**. They managed to **find effective ways how to connect everyone online**. Together, we **boosted** individuals' **confidence** and helped them **overcome the fear of not being knowledgeable about the technology**. They can easily operate the app without initial issues. They say, they appreciate the **independence and privacy**. Also, it helped the people better **overcome loneliness**.

Before the pandemic, we needed at least 2-3 staff to provide daily support to our people. Now, after we implemented Oscar Senior, not all of them need that kind of support anymore. They are more independent, using drop-in support. If they need help with something, they just push a button and someone from The Arc will answer. The staff doesn't need to be in their private space as often so there is much more freedom in terms of how they're living. When they are cooking a meal, they can tune somebody in and say ‚Hey, I need some help with the recipe can you walk me through it'. We basically leverage technology to expand our independence.

-- Rob Malone, Executive Director, The Arc --

Together, we provide the best care to seniors