Case Study - The Arc Prince George's County

The Arc's Goals

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

When the world drastically changed due to the onset of the Covid-19 pandemic, many care agencies, like the Arc, turned to **remote platforms.** They tried Zoom, FaceTime, and many other online tools but there was a **big challenge - the accessibility.** The overall process was too complicated.

Users not only had to download an app, but also login with an ID / click on the link that was then sent an e-mail or phone. Additionally, the video call meeting invitation wasn't connected to their device - leading to even more confusion.

Features utilized to accomplish goals

- **Individual calls, chats** to help communicate effectively
- **Group calls** to enable virtual learning and participation in daily programs
- **External invitations** to allow participants to connect with one another
- **Automatic reminders** to notify users to attend meetings or appointments
- **Kiosk mode** to increases security - keeping Oscar as the main home screen
- **Connection to wheelchair mounts** to allow people with decreased mobility, to use Oscar
- **Entertainment apps** to combat loneliness via games, weather, eBooks, music, and more
- **Device-agnostic** meaning our app can be used with any device

„*Oscar Senior helped us **easily connect both one on one and in groups. This allowed for virtual** learning **without the hassle** of setting up meetings or sending links. It is **very easy to use**, it's similar to a phone. What's also cool is that the system allows me to check everyones device battery level*," says Ryan Ramnarine, Systems Implementation Specialist, The Arc.

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

Results

- Overcame the fear of technology use
- Allowed everyone to easily and efficiently connect online together
- Less staff was needed which led to lower costs
- Greater independence, privacy and significantly less isolation

Even with the Covid-19 cases dwindling, the Arc still prefers to utilize Oscar Senior digital care as part of their program. Together, we **boosted clients confidence** and **helped them overcome the fear of using technology.** They were effortlessly able to operate the app **without any issues**.

Before the pandemic, we needed at least 2-3 staff to provide daily support to our clients. Now, after we implemented Oscar Senior, many don't need as much support anymore. They are more independent, using only drop-in support. If they need help with something, they just place a request and someone from our staff would answer. Our care providers don't need to be in the clients private space as often - leading to significantly more privacy and independence - something we strive for here. We basically leverage Oscar's technology to expand our clients independence.

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

Together, we provide the best care to your clients