

Introduction

Older Adults can now easily discover and make use of online information and communicate using mobile devices at one of the many CAP Sites in Nova Scotia thanks to funding from the Canadian Internet Registration Authority (CIRA). Connecting Older Adults with Mobile Technology provides orientation, training and support in the use of these technologies. The program will offer beginner, basic and advanced training options and will include topics such as: training on iPads and Alcatel (Android base) devices, understanding the technology, finding useful applications and accessing ongoing support.

This training manual and accompanying material has been developed to assist NSCAP trainers and volunteers for "Connecting Older Adults with Mobile Technology.

The trainer is encouraged to go through the step-by-step levels - beginner, basic and advanced to embrace this new technology and learn more about the selected mobile devices.

It is ***Important to note*** that the instructions and screen captures used throughout this document are based on the current version of the software installed on each of the mobile devices (iPad Air - iOS 8.1.2 and Alcatel onetouch - Android V 4.2.2).

Trainers are encouraged to provide feedback on all material provided to ensure it accuracy through ongoing updates.

Training Subcommittee for CIRA Project

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Getting Started

The trainer prior to setting up any appointments should:

- review the **Trainer's Manual**,
- using the instructions for each tablet become familiar with all the features being taught in each Level,
- review the accessibility overview for each tablet, and
- review the Facilitator Guide - PowerPoint presentation.

Note: All the information noted above is available online at <http://nscap.ca/2013-07-16-17-08-46/mobile-device-training>.

SETTING UP APPOINTMENTS

- The trainer should review the **Training Participant Profile** completed by each client prior to their first appointment.
- The trainer should then set up an appointment to meet with the client at a time that works best for both trainer and client and during regular open hours of the CAP Site. The client should be advised that during this appointment you will work with them on completing an Assessment to determine their training needs.
- Ensure that your **Calendar** is available to CAP Site staff in the event that a client calls back to confirm an appointment in your absence.

TRAINING AREA, TABLETS, SUPPLIES

- Have your training material at hand.
- Have the tablet(s) charged and ready to go; as well as, their cords, etc.

- Have access to a power source just in case you have to plug the tablet in or use a laptop or other equipment, as required.
- Have copies of the **Client Workbook**.
- Have extra writing pens and note paper.
- Have an area set-up that:
 - ✓ is comfortable
 - ✓ is clean
 - ✓ is clutter free
 - ✓ is in an area that is relatively quiet
 - ✓ has two chairs and a table
 - ✓ has good lighting
 - ✓ has curtains and/or blinds on the windows or a set-up so that your backs are to this light source

FIRST CONTACT WITH CLIENT

- As the trainer you should **welcome the client** by name.
- **Introduce yourself.**
- **Chat** with the client to **determine which tablet** they would like to have the training on. It may end up being both as they may be in the position of deciding which one to purchase for their particular use.
- Using the **Client Workbook**, review **Chapter 1 - What Can A Tablet Do For You**, with the client to determine if there are any **accessibility features** that need to be addressed so that these can be set up on the tablet by you and the client.
- Undertake the Assessment Interview with the client for **Level 1 - Beginner Tablet Training** that is available online at <http://nscap.ca/2013-07-16-17-08-46/mobile-device-training>.

- As the trainer, you can either have a copy of the assessment or take notes to determine where to start the training with the client.
- Set up a training schedule with the client and enter the dates into your calendar along with the client name and telephone number.

ADVANCING THROUGH THE LEVELS OF TRAINING

- As the client works through the training, they will be required to complete the following:
 - ✓ **Level 2 - Basic Tablet** and/or **Level 3 - Advanced Tablet Training Assessment(s)**; and,
 - ✓ the **Exit Interview** for each Level.
- **Note:** A client *cannot proceed* to the next level until each Level is completed.
- Upon completion of each level - complete and print a **Certificate of Completion** and present this to the client.
- As you work with clients, capturing their success is important to NSCAP and CIRA. Please have the client, if they wish, complete the following:
 - - ✓ **Media Release** - allows for taking photos and using them for promotion of the program; and,
 - ✓ **Success Story** - allows the clients to tell their success story in their own words.

TRAINING 101

Tips to keep in mind when sitting down with a client:

- Talk clearly and slowly.
- Take it slow.
- Be patient.
- Don't offer too much at once.
- Avoid using technical jargon, slang or terms.
- When first introducing a new term, name or title make sure to say in full in first time use.
- Avoid using acronyms until your client is comfortable with the terminology.
- Take notice and be aware of any health issues such as low vision and low hearing.
- Be attentive to the area in which you are communicating. Too much background noise can be distracting.
- Ask if they are comfortable in this setting.
- Speak clearly and make eye contact.
- Speak directly to them not their side.
- Elaborate on additional resources, assessment tools, Facilitators PowerPoint presentation.