**UC SF** Weill Institute for Neurosciences

Memory and Aging Center

# Staying Connected While Staying Apart

Andrew Philipoff, MAC Tech Specialist
Richard Caro, PhD
Matthew Ong, Family Caregiver

# Introductions

**Andrew Philipoff**

Senior Systems Administrator,

UCSF Memory and Aging Center

**Richard Caro, PhD**

Founder,

Tech-enhanced Life

**Matthew Ong**

Family Caregiver,

UCSF Memory and Aging Center

# General Technology Tips

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# Security and Privacy Considerations

## Risks

- Computer malware
- Financial scams
- Identity theft
- Privacy infringement



Image by Robin Higgins from Pixabay

## Best practices

- Use strong passwords and/or two factor authentication if possible
- Update operating system and application software
- Back-up your data or use cloud storage
- Avoid clicking on links or responding to malicious email

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# Computer support considerations

- Use a standard login account (not an administrator)
- Consider using an account that will auto-login (no password)
- Simplify use of computer if possible
- Keep the installed software to a minimum
- Enable automatic operating system and application updates
- Install anti-malware software, enable the firewall
- Consider using OpenDNS to block inappropriate websites
  - https://www.opendns.com/home-internet-security/
- Advanced: Consider creating a copy of their hard drive for quick replacement

# Consider using a password manager

- 1password
  - https://1password.com/
- Dashlane
  - https://www.dashlane.com/
- Keeper Security
  - https://www.keepersecurity.com/
- LastPass
  - https://www.lastpass.com/

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# Remote Connection Options

# Communicating
# in the Age of COVID

Richard Caro

Tech-enhanced Life, PBC, The Longevity Explorers

# Virtual Interactions







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## Questions?

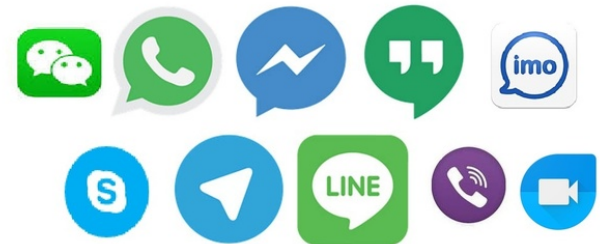# [www.techenhancedlife.com](http://www.techenhancedlife.com)

### Contact: [info@techenhancedlife.com](mailto:info@techenhancedlife.com)

# Popular video call options
Compatible with smartphone, tablet, or computer with webcam

- Facebook Messenger   https://www.messenger.com/
- FaceTime
- Google Duo            https://duo.google.com/
- Google Hangouts       https://hangouts.google.com/
- Skype                 https://www.skype.com/
- WhatsApp              https://www.whatsapp.com/
- Zoom                  https://zoom.us/

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# Video call devices for people with cognitive impairment

- Amazon Alexa Show

  - https://www.amazon.com/dp/B077SXWSRP

- Facebook Portal

  - https://portal.facebook.com/

- GrandPad

  - https://www.grandpad.net/

- Konnekt Dementia Phone

  - https://www.konnekt.com.au/dementia-phone/

- Oscar Family (caregiving app for families)

  - https://www.oscarsenior.com/for-families

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# Remote control entertainment

- **Amazon Fire Stick TV**
  - https://www.amazon.com/dp/B0791TX5P5
- **Android TV (TeamViewer compatible)**
  - https://www.android.com/tv/
- **Family photo screensavers**
- **Google Nest Hub**
  - https://store.google.com/us/product/google_nest_hub
- **Netflix Party (Chrome web browser extension)**
- **Slingbox**
  - http://www.slingbox.com/
- **ViewClix Smart Frame**
  - https://www.viewclix.com/

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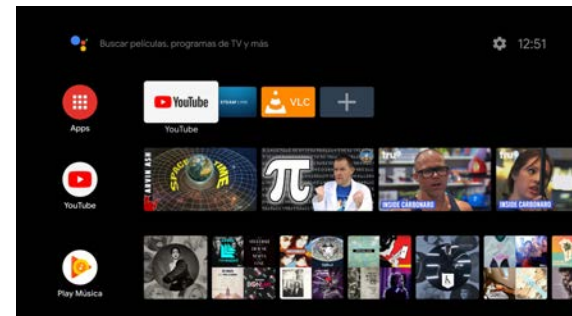
# Computer remote control

- Google Remote Desktop
    https://remotedesktop.google.com/

- Splashtop    https://www.splashtop.com/

- TeamViewer https://www.teamviewer.com/

# Low tech options

- Phone calls
- Letters, cards, gift packages or activity kits
- Window visits



https://www.youtube.com/watch?v=EPcgW8jKhd8

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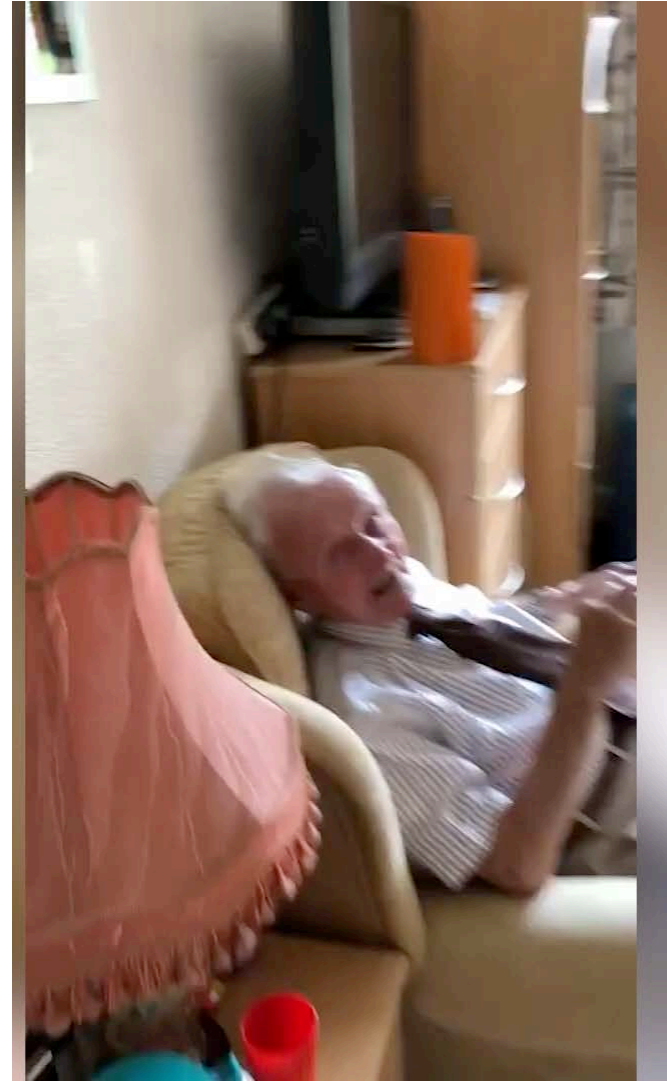
# Technical considerations for video calls

- **TIMING**
  - Find the best time for the person (and for the staff)

- **VISUAL & AUDIO**
  - Consider lighting, background visuals, and noise
  - Consider using a stand if using a handheld device



https://commons.wikimedia.org/wiki/File:Nurse_Advice,_immediate,_accurate_health_help_141001-M-NT332-287.jpg

# Tips for facilitating video calls

- Incorporate their preferences

- Start with yes/no or two option questions

- Redirect repetitive questions

- Consider using props as visual cues

- Consider using song or music

- Reminiscing or storytelling

- End on a positive note, reinforce the person's value in your life

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Okay, now let's get real

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# How one family is connecting remotely with their mother living in a nursing home

# How one family is connecting remotely with their mother living in a nursing home



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# How one family is connecting remotely with their mother living in a nursing home

# How one family is connecting remotely with their mother living in a nursing home

# Let's Review

- Follow best practices to avoid security risks
- Try video calling with family and friends
- Consider ways to enjoy entertainment together remotely

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# Resources

- https://www.opendns.com/home-internet-security/

- https://1password.com/

- https://www.dashlane.com/

- https://www.keepersecurity.com/

- https://www.lastpass.com/

- Remote tech support: http://seniorsurf.org/tech-support/

# Resources

- OpenDNS to block inappropriate websites (adult content, shopping, or gambling sites) https://www.opendns.com/home-internet-security/

- How to make "drop-in" video calls with Amazon Alexa Show: youtube.com/watch?v=XdwBXqLwEXU

- Tech Enhanced Life: https://www.techenhancedlife.com/explorers/technology-sheltering-place

- Osher Lifelong Learning Institutes for remote computer classes https://sps.northwestern.edu/oshernrc/resources/lifelong-learning/us-lifelong-learning-institute-directory.php

- Blog about tech for aging in place: https://www.ageinplacetech.com/

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# Questions & Answers

**Andrew Philipoff**       **Richard Caro, PhD**       **Matthew Ong**



- Please type in your questions, and any tips and strategies you would like to share in the Q&A box at the bottom of your screen

- A recording of this webinar and links to resources described will be available at this website: memory.ucsf.edu/covid

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