

UCSF 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

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

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/>

Remote Connection Options



Enabled by Tech-enhanced Life, PBC.

Communicating in the Age of COVID

Richard Caro

Tech-enhanced Life, PBC, The Longevity Explorers

Tech-enhanced Life



Virtual Interactions



Questions?

www.techenhancedlife.com

Contact: 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/>



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>



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/>



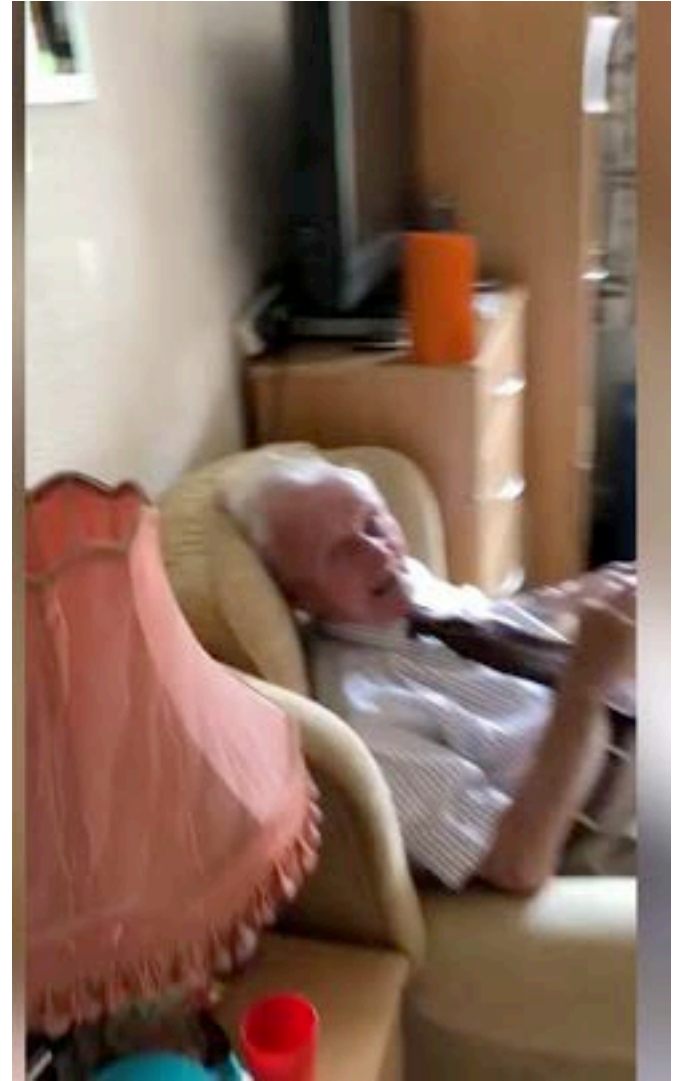
Computer remote control

- 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>

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,_mediate,_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

Okay, now let's get real

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



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

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](https://www.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/>

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

The image features the UCSF logo, which consists of the letters "UCSF" in a white, bold, sans-serif font. The letters are arranged in a slightly staggered, overlapping manner, with the "U" and "C" on the top line and the "S" and "F" on the bottom line. The logo is centered within a dark blue square background.

UCSF