



advocacy | action | answers on aging

Capacity Building For Remote Programming During COVID-19

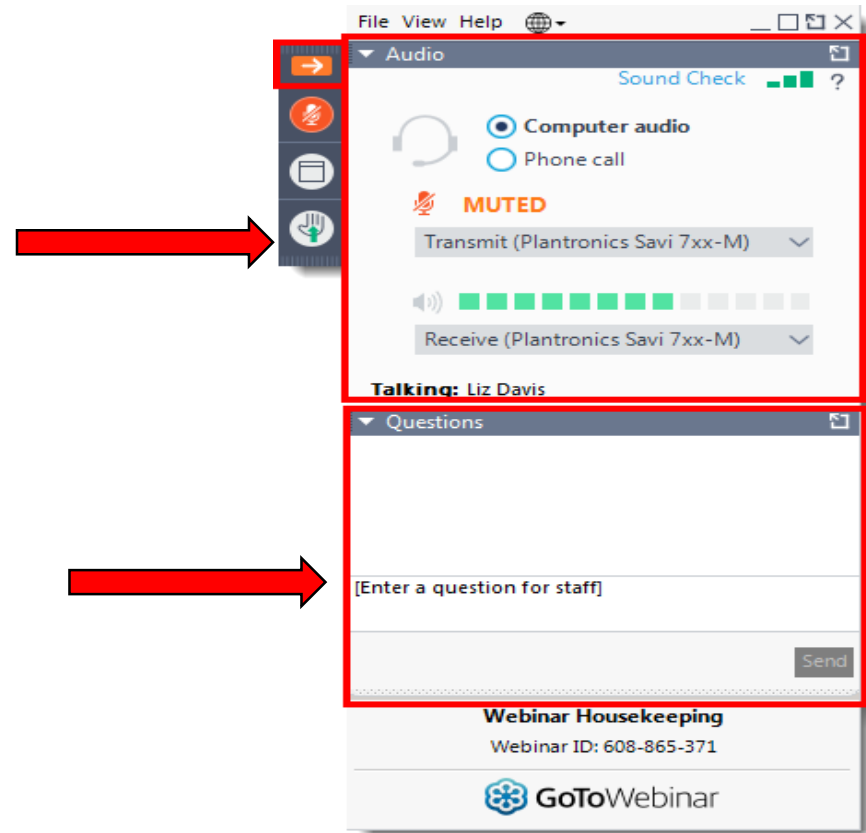
Karon Phillips, Program Manager, engAGED

Alex Glazebrook, Director of Operations, OATS

April 27, 2020

Webinar Instructions

- **Audio options**
 - Use your computer speakers, **OR**
 - Dial in to the conference call
 - All participants are muted
- **“Questions” box**
 - Q&A session will be at the **end** of the presentation, but feel free to submit your questions at any time during the presentation. Click on the dropdown arrow icon “▼” to pop out the questions box where you can type and submit your questions.
- **Technical issues**
 - Due to increased demand on tele-work platforms, we may experience technical issues during the webinar. We assure you we are working to mitigate and correct any possible interference.



engAGED: The National Resource Center for Engaging Older Adults

- Promotes and provides opportunities to improve the rates of social engagement in older adults.
- Supports the Aging Network with information about emerging trends, resources, and replication strategies that can be used in their communities
- Educates and informs about innovative engagement approaches and programming.
- Collaborates with diverse organizations to develop and promote engagement opportunities through a wide variety of channels.

engAGED COVID-19 Resources – Programming during COVID-19 Spotlight

Spotlight: COVID-19 engAGEMENT

Lewis-Mason-Thurston Area Agency
on Aging (Olympia, WA):

In addition to launching a telephone-based reassurance program, with the help of its advisory council, this AAA created a Social Isolation Advisory Council Committee to help develop creative ways to help older adults stay connected. Learn more about Lewis-Mason-Thurston Area Agency 's response to COVID-19 below.

[Learn More](#)

- Highlighting best practices and innovation from the field as programs consider innovative ways to deliver resources and services. This feature is updated weekly.

engAGED COVID-19 Resources – Innovations from the Field Page

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Innovations from the Field

The COVID-19 pandemic is a strong reminder of the importance of the work that Area Agencies on Aging and community-based organizations do for older adults, and that a disturbance in this infrastructure can have a significant impact on the communities being served. By modifying our approaches to social engagement programming, older adults can continue to stay safely engaged.

To help promote safe connections during COVID-19, AAAs and other community-based organizations have quickly updated their programming and found new ways to offer much-needed resources and services to older adults during the COVID-19 pandemic. Below, we've compiled a list of examples from the field.

engAGED COVID-19 Resources – Blog Post

- Highlights some of the changes to promoting social engagement during the COVID-19 pandemic. Includes information about how our partner organizations have responded and how an Area Agency on Aging has also promoted enAGEment.



engAGED COVID-19 Social Engagement Poll



- Launching this week.
- Conducting a brief poll to collect information about what organizations are doing to respond to social isolation.

Upcoming Resources

- Eldercare Locator and engAGED co-branded Consumer Factsheet
- Consumer Resources Page – listing of ways to connect with and without technology
- Additional blog posts highlighting specific engAGEment activities

CAPACITY BUILDING FOR REMOTE PROGRAMMING DURING COVID-19



APRIL 27, 2020 – 2PM EST

OVERVIEW

- OATS/Senior Planet overview
- Programming in unplanned times
- Tips to share with virtual participants
- Tips for leading virtual programs
- Hosting a virtual session
- Keeping the Engagement Going
- Navigating Hosting, Co-hosting & Breakout Rooms (Zoom)
- Resources



INTRODUCTION TO OATS

- **2004:** Nonprofit activist Tom Kamber and a group of volunteers launch Older Adults Technology Services (OATS) in New York City.
- **The purpose?** To help seniors learn and use technology to live better in the digital age.
- The inaugural program is a free ten-week computer course for people age 60+.
- Classes meet twice weekly in community technology labs.
- First taught in Bedford-Stuyvesant, Brooklyn, OATS courses are soon spreading all across New York City.





OATS TAKES ROOT

- Within ten years, OATS teaches 10,000 class sessions at over 70 partner sites and built 30 new computer labs in New York City.
- In March, 2013, OATS launches the Senior Planet Exploration Center in Manhattan—America’s first technology-themed community center for older adults. Nearly 15,000 seniors attend during the first year.
- The Senior Planet motto is “Aging with Attitude.”
- Senior Planet and its innovative programs receive extensive press coverage in print, television, radio, and digital media, eventually winning a PR Week award for best campaign of the year.
- The OATS content website for older adults, SeniorPlanet.org, receives over a million unique visitors each year.



SENIOR PLANET

Exploration Center



OATS EXPANDS

- 2015: OATS expands programs outside of New York City for the first time.
 - A new Senior Planet center launches in Plattsburgh, New York, focused on rural aging and technology.
 - Partnerships with local sponsors bring OATS to Maryland, Florida and California.
- In 2018, foundation grants of more than \$3 million help expand Senior Planet into Texas and Colorado.
- Also in 2018, international partnerships bring OATS to Israel and launch a consultancy in Spain.
- OATS is asked to speak on five continents promoting the ideal of “aging with attitude.”

THE SENIOR PLANET MODEL OF CHANGE

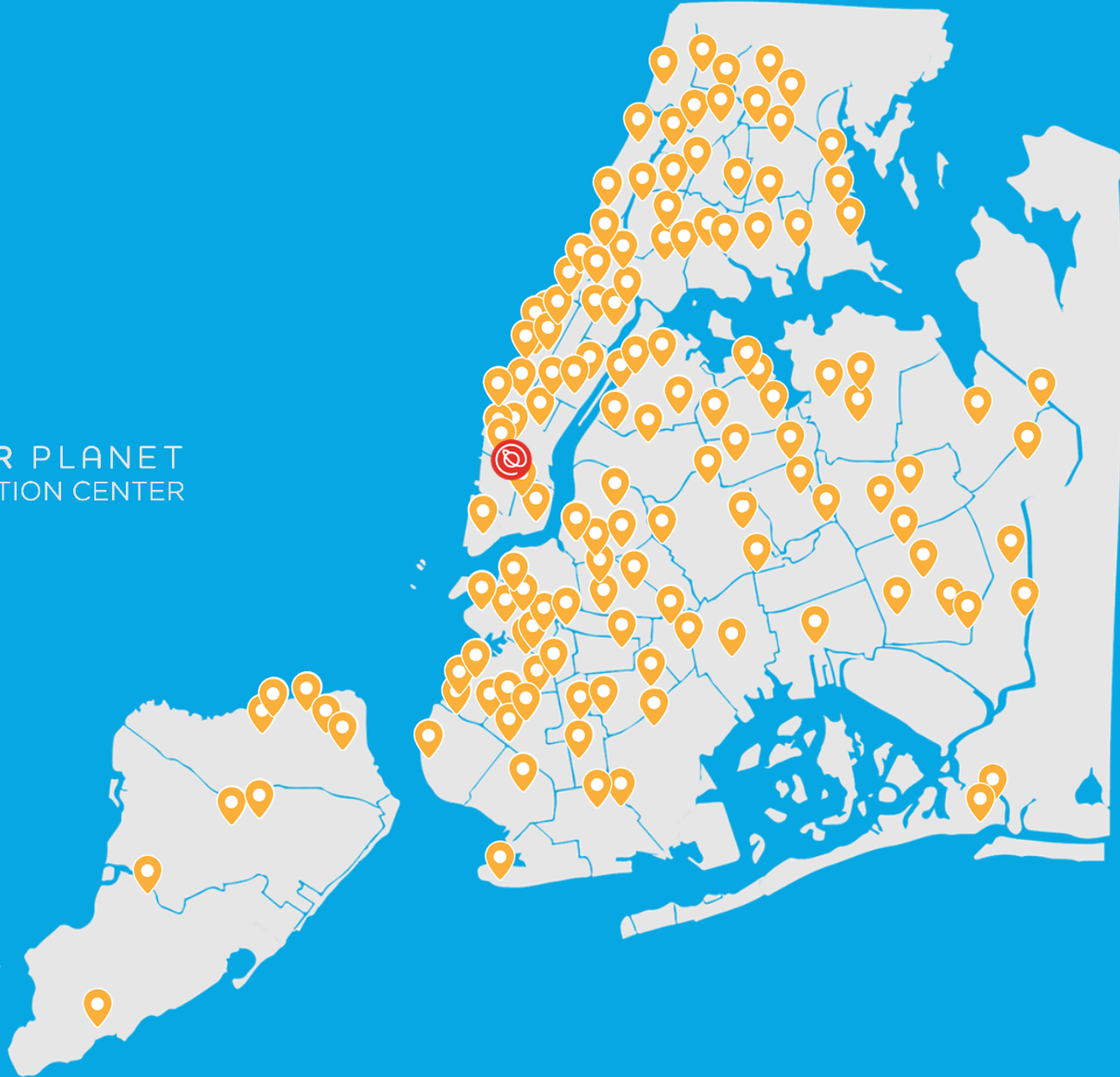
OATS teaches free technology classes to seniors, but the organization is not about technology.

- Instead, we see technology as an entry point for myriad conversations and collaborations with older adults seeking change in their lives.
- Older adults, when they commit to personal change, often seek to learn new skills to achieve their goals. OATS is privileged to be the first stop for thousands of older people embarking on a transformation.
- OATS provides a membership experience for older adults seeking to achieve their potential or learn new skills. By focusing on the social outcomes of participation, OATS tracks human progress, not simply technology use.
- We're not social workers or service providers—instead we apply design thinking to the arena of social change.





SENIOR PLANET
EXPLORATION CENTER





CONTENT & METHODS

- OATS offers more than 25 courses on topics including:
 - Device Essentials (iPad, PC, or Chromebook). Available in five languages.
 - Digital Culture
 - Connect! (social engagement)
 - Money Matters
 - Start-Up (entrepreneurship)
 - Team Senior Planet (exercise program)
 - Activate! (leadership training for advocacy)
- Courses are taught in groups of 10-15, with a written course book and professional trainer.
- Courses are supplemented by over 200 modules of digital content provided online through Senior Planet U, the OATS online learning platform.

PROGRAMMING IN UNPLANNED TIMES

- New frontier for all of us
- Take time and be flexible
- Be yourself
- Connect virtually

TIPS TO SHARE WITH VIRTUAL PARTICIPANTS

- Connectivity issues happen (double-staff your sessions)
- Virtual presence requires management
- SeniorPlanet.org has resources:
 - <https://seniorplanet.org/coronavirus-2/>
 - Senior Planet Stuck-at-Home-guides
 - Zoom [English instructions](#) / [Spanish instructions](#)
 - [Tech Tips Video Tutorials](#)
 - [Device Recommendation Resource Guide](#)
 - Local and national hotline numbers

TIPS FOR LEADING VIRTUAL PROGRAMS

- It's okay if things don't go perfectly
 - Be flexible
 - Go with the flow
- Take the in-person 'you' online
- Multitask in multiple modes
- People can't learn what they don't see
- Mention and share handouts

HOSTING A SESSION

- Know your audience
- Review Zoom features
 - Be extremely comfortable with whatever platform you choose
- Give session overview & expectations
- Senior Planet Virtual Programs are currently structured in several formats:
 - Lectures, workshops, and multi-week programs
 - Social Events
 - Health & Wellness Programs – seated meditation, Tai chi, chair yoga, etc.
 - Subject Matter Experts and other special guests, including member-led programs

KEEPING THE ENGAGEMENT GOING

- Use built-in questions, demos & activities
- Check in with the audience
 - Verbally
 - Visually
 - Via Chat
 - Polls
- Be sure to allow some time for 'face-to-face' discussion

NAVIGATING HOSTING, CO-HOSTING, AND BREAKOUT ROOMS

- You are not alone
- Plan Host & Co-host roles before the session
- Breakout rooms help replicate small group, in-person experiences
 - Give guidelines when used
 - Communicate breakout room details
 - As host or co-host, check-in on breakout rooms and help facilitate

RESOURCES – ZOOM IS STILL AN OPTION!

- Senior Planet Zoom Best Practices:
 - New: Waiting Room first feature
 - No more: Joining Before Host or Participant Screen Sharing
 - Links are disabled and sharing of files is not permitted
 - Once removed, participants cannot rejoin
 - Have two staff on every video session you lead
- [Zoom Essentials videos](#) – Senior Planet YouTube channel
- Video Chat Tips

OTHER SUGGESTIONS & RESOURCES

- Commenting and feedback from participants
 - Set the stage early – hold comments, put them in the chat, or free for all
- Remind hosts to remove earphones/headsets when they are screen-sharing any audio or video content and
 - Ask participants if they can hear/see too
- Senior Planet has a national hotline open M-F, 9am-5pm
 - 920-666-1959



Questions?