



Lighthouse Resident Ambassador Training



WELCOME!

What We'll be Talking About:

- 1. Lighthouse Mission and Objectives**
- 2. Technology: What Can It Do for Me?**
- 3. Resident Ambassador Roles and Responsibilities**
- 4. Benefits of Being a Resident Ambassador**
- 5. Teaching and tech support best practices**
- 6. Sensitivity to privacy**
- 7. Accessibilities**
- 8. Q&A**
- 9. Next Steps**
- 10. Contact Information**

Lighthouse Mission and Objectives

The goal of **the Lighthouse Project** is to help you connect with family, friends, the community, and to health and wellness information and services through technology.



Technology and Internet: What Can It Do for Me?

Technology supports an individual's "meaning and purpose" - whether that be attending a virtual church sermon, learning a new language, or connecting with grandkids over video chat.

Here are some other ways we use the internet:

- **Make everyday tasks easier**
 - *online banking*
 - *virtual doctor visits*
 - *medication reminders*
- **Save money**
 - *comparison shop*
 - *find discounts and coupons*



Technology and Internet: What Can It Do for Me?

- **Connect with others**
 - *social media*
 - *email, text, voice calls, and video chat*
- **Entertainment**
 - *games*
 - *local and world news*
 - *movies, TV and music*
 - *learn new skills and hobbies*



Resident Ambassador Role and Responsibilities

- 1. Assist with community device distribution**
- 2. Be a “Class Leader” for 3 classes alongside staff instructor**
- 3. Host 3 tech help desk hours**
- 4. Translation support during workshops and tech help desk hours**
- 5. Potentially teach and lead your own workshop!**

What's In It For ME?

- 1. Help others in your community**
- 2. Be a leader in your community**
- 3. Receive early access to tablets and features**
- 4. Get to know your neighbors and make new friends!**
- 5. Fun incentives!**



Teaching and Tech Support Best Practices

- **Moderate Pace**
 - Speak slowly and pause for questions

- **Repetition and Review**
 - Repeat key terminology
 - Ask your student to explain what they just learned back to you
 - End each troubleshooting session with a review

Teaching and Tech Support Best Practices

- **Active Learning**

- *Demonstrate* how to complete the task and have the student *replicate*

- **Problem Solving**

- Touch the student's device as a little as possible - having them complete the task on their own will help their learning experience
- Positive reinforcement and encouragement

- **Relevance**

- Ask student how they might use this skill in their lives or how it may benefit them

Putting it All Together: Teaching and Tech Support DEMO

Situation: A neighbor asks you how to do a Google search. How would you teach them using these best practices?


- Go slow
- Repeat and Review
- Active Learning
- Problem Solving
- Relevance



Cultural Sensitivity

Be aware and respectful of cultural differences and how culture impacts values, learning, and behavior.

How can you support people of all cultures?

- Google Translate!  Google Translate
- Instructor demonstration and student replication
- Patience and encouragement



Differences -> Stronger



Respect



Storytelling

Privacy and Security

When working with residents, they may share with you (intentionally or unintentionally) personal information such as healthcare records, financial documents, or bank statements.

As a Resident Ambassador, it's important to keep this information confidential and private.



Privacy and Security



Be mindful when you're looking at sensitive or private information - for example, you may turn your head while your student enters in a password



Encourage students to store passwords and sensitive information in ONE secure place



If you're unsure about whether the student meant to share/show this information with you, ASK!



Never record students' private information such as social security number, bank account and routing information, credit/debit card information



When talking to other students, do not talk about other students by name - some students may want to keep their session with you private



Do not repeat sensitive information aloud. If needed, have the student write it down

Accessibilities Settings

Changes in hearing, vision, mobility, and cognitive abilities are normal over the course of our lifetime. Here are some tips to help make using our devices easier:



Hearing

- Headphones or external speaker
- Subtitles (on Zoom, YouTube)



Vision

- Enlarge Text
- Contrasting Color
- Speech to text
- Google Assistant for voice commands



Mobility

- Google Assistant for voice commands
- Use a stylus
- Swype, don't type!



Cognitive

- Repetition of key words/phrases
- Positive encouragement
- Visual cues instead of words

Q&A

- **What if a resident comes to me with a question I can't answer?**
 - Not to worry! Simply make note of the issue in the "Issues Log" and inform the community staff
- **What if I decide not to be a Resident Ambassador after all?**
 - We understand that schedules and time commitments change, so if you decide to end your position as a Resident Ambassador, just let the community staff know. You will NOT have to return your device
- **Where can I go if I need help with my device?**
 - You can always reach out to another resident ambassador, the community staff, staff member, or the SeniorPlanet Tech Support Hotline (see last page)

Next Steps

- **You will receive an email** from the staff members on when the device distribution will take place
- **You will receive a schedule** of dates and times that you will be asked to assist with workshops and Tech Help Desk hours
- **Get familiar with your technology!** Explore your device and the user guide!

Contact Information

- **[INSERT CONTACT(S)]**