

Accessibility Team 10

ANNIE, Cyrus, and Steven



Our Team



Annie N.

2023, Electrical Engineering



Cyrus D.

2024, Symbolic Systems



Steven G. O.

202?, Computer Science

Problem Domain: Old Folks + Community

70 or older & self-identified





Initial POV:

We met Eva, a 98 year old who is in great physical health, mentally sharp, and lives in a care home.

We surprised to notice that she feels like she doesn't know the other residents.

We wonder if this means other residents also struggle to know each other.

It would be game-changing to provide opportunities for everyone to find community.

Additional Interviews



Gil & Marcy

Steven's grandparents <3



Lulu

[redacted for privacy]

Gil & Marcy

“It’s not hard to get to know people, just get together and spend time.”

“[Marcy] takes good care of me, otherwise I don’t get along.”



Lulu

“When you’re working 9 - 5 you have your community - coworkers, commuters on the train. Now it’s up to you.”

“Every community ends after a while”



Key Takeaways

- Desire to be involved with the people around them
- Help people in their community
- Want to have fun

Revised POV 1



- We met Eva, a 98 year old who is in great physical health, mentally sharp, and lives in a care home.
- We were surprised to notice Bingo is the most popular activity by far, which Eva hates.
- We wonder if this means some older people want/need simple, low-intensity activities.
- It would be game-changing to connect folks of different ability levels.

Revised POV 2



- We met Susan, a 78 year old who volunteers extensively in care homes and in her community.
- We were surprised to notice her emotional connection to the people she helps.
- We wonder if this means caregivers feel an emotional connection to those they help (and vice versa?)
- It would be game-changing to amplify the old person / caregiver connection.

Revised POV 3



- We met Susan, a 78 year old who volunteers extensively in care homes and in her community.
- We were surprised to notice her energy to be involved in the community at her age.
- We wonder if this means more people want to actively have a positive impact on older people's lives but don't know how and/or don't have time.
- It would be game-changing to provide clearer ways to actively have a positive impact on older people's lives and help people find time / incentivize people.

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HMW make older people connect with young people they don't know / aren't related to?



SOLUTIONS

Solution 1

HMW make a care home feel like a co-op / dorm?

**People pitch in to different areas;
everybody does something**

Solution 2

HMW make the process between thinking “I want to help old people” and actually showing up quick and easy?

An easily accessible one-page document that clearly outlines the necessary steps

Solution 3

HMW make the process between thinking “I want to help old people” and actually showing up quick and easy?

Old folks post things they need help with (e.g. cleaning yard)

Prototype 1: Mock Sales Call

Assumption: People would want to do (or wouldn't object to doing) tasks.

- Phone call with daughter of “potential resident” introducing our system
- Heavily dependent on the person
- Asked several questions about the implementation that we hadn't considered
- Valid: some people would like it and feel good about it
 - Most people could find something to contribute



Prototype 2: Process Checklist

Assumption: People would find a list/document format helpful.

- Zoom call with “future volunteer”
- List of tasks for potential, young volunteer to work with older people
- Worked: good idea of paperwork, informative as to why these steps are needed, checkboxes
- Surprise: wondered about proper email format
- Valid, but with the consideration of readability

How to Volunteer with Five Star

Thanks for expressing interest in volunteering with our residents! We're excited to have you, but you'll need to complete a few steps before you can join — we want to keep you, our residents, our staff, and other volunteers safe!

If you have any questions, please reach out to coordinator@fivestar.com.

- Fill out this form: fivestar.com/info-form

We try as hard as possible to collect all your information once. This will take 10-15 minutes to complete, but it will allow us to reach out to you with any questions or concerns.

- Sign up for a drug test and background check appointment at fivestar.com/appointment

Drug tests and background checks are mandated by the federal, state, and local governments. It's for your protection and ours! There is no cost, and it should take less than 30 minutes to complete.

- Send an email to coordinator@fivestar.com with some dates and times that would work for your first day

We're so glad that you want to join us! We want to make this process as easy on you as possible, so we'll work with your schedule! 🙌

- Wait for a confirmation email.

Our Volunteer Coordinator will let you know that you've passed the required tests, and which of your suggested times we've picked for your first day.

- Show up for your first day!

You'll get more information at this time. We're so excited to chat! 🙌

Prototype 3: Quiz

Assumption: People are willing to get help from people they don't know.

- Zoom call with an elderly person who lives alone
- Quiz of hypothetical situations
- Easy to grasp
- Seniors are set in their ways
- Okay with cooking but not yard work
- Not valid



Summary

KEY LEARNING

Users want prompts and steps to follow; nothing open-ended.

KEY LEARNING

The “Uber model” won’t work for old people.

NEXT STEP

Pick one?
Combine?

NEXT STEP

How could this become an app?

(only because of the class)

And thus...

RESIDENTS:

everyone does something



VOLUNTEERS:

simple, accessible checklist

ONWARDS!!!!