Wired Wednesday; AT Bits & Bytes
1:30 pm - 3:00 pm
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[This is a captioned Stenograph transcript provided by CIDI at the Georgia Institute of Technology to facilitate communication accessibility and is not intended to be a verbatim record of the session.]

MODERATOR: We will get started here in about two minutes, right at 2:00. We will click off here shortly. Hello everyone, welcome. We are about one minute away from starting. When we hit 2:00 we will kick off with Routine Factory, so glad you're here.

>> Happy to be here. It is 2:00. I am happy to get us started. Is everyone ready? Yes, let's do it.

>> I will start recording, Martha, would you like to explain about captioning or would you like me to.

>> I will, if you will put link in chat box.

>> Hi, good afternoon and evening in some parts of the world. We are excited you are joining us this Wired Wednesday with Tools for Life with Assistive Technology Program in Washington State. We are so excited you can be on with us tonight.

Before I get started, we are having little bit of technical difficulties with our captions, if you do need it go to that link in our chat box, click right there and that will send you right to link to captioning. You will open in different window, resize and put in presentation so you will not miss out on any good information. Go to that link and it will take you right to where it is being displayed.

>> For those of you, if it is your first time, we welcome you. We have be teaming up with WATAP, I cannot believe it's been a year since we started this due to COVID-19. We are assisting people with learning about technology out there. Those who participated in past, you know we have covered several different topics. You can check them out and put on our web site.

>> If you would like more one-on-one demonstration of what you saw here, we will be happy to be in touch, give us a call at Tools for Life or 1-800-213-8371. We also had several people outside of United States and out of country who have participated.

>> Today you are all in for a special treat. I am going to pass it over to Ciara here at Tools for Life team to introduce our speakers who will do demos today a really cool piece of technology.

>> Thank you Martha, I have pleasure of introducing Bram and Pat. Hopefully they will give you some good information about Routine Factory, so Pat take it away.

>> Awesome. I will share my screen here. Give me one second as I figure this out myself.

>> Do you need me to walk through it again Pat?

>> Give me one second, I had it figured out.   Hey Tori, would you mind going over those steps again.

>> In bottom right corner share content, and you can share your application and screen.

>> I did that, can you see it?

>> I cannot see it.

>> I clicked share application/screen, share my screen and audio and I clicked share and nothing happens, which is why I'm confused.

>> That is very confusing. (Laughter).

>> I don't want to complicate things again. Let me do this real quick, because I'm presenter in all that stuff.

>> It's all good Pat, we all have these wonderful technology moments.

>> I will say my Google Chrome just stop completely working. This is fun. Sorry, everybody.

>> That's okay.

>> So, Hi, I'm Bram from Netherlands, I'm here to support Pat. While he's working on his technical difficulty. Dutch, nice to know a little bit about our company. We are Dutch local software company, we started branching off in world and in 21 countries, not only United States, but South Africa, Germany, Sweden. Also apps and info boards which Pat is going to show you when his difficulties are working. He's now trying again. Are you back Pat?

>> Bram : It looks like we lost Pat.

>> Pat: No, you I'm here, you're good.

>> It is all okay.

>> Like I said, I was just trying to figure out what's exactly going on here.   Let me try again.

>> If I doesn't work, we have all been in this situation, we can always reschedule, huge apology for people who showed up today, but these things happen.

>> Let me try one more time, I will share my screen, like audio?

>> You are little echoing, so just turn down volume on your computer. We can see it.

>> Awesome, nine minutes, let's get to work. I am going to do my best to kind of go over this. Thank you Bram for stepping in and helping me out.

>> Really tell you about Routine Factory and who we are, most focus is self-reliance and why that's so important. I will provide you with highlight demo of Routine Factory. Let's just jump into it. If you have any questions you can drop in chat, Bram will be there and I will jump in as we go along.

>> Who are we, Ger has three children who are autistic and they fell up to disability case. I will tell you more about that in second and tell you about Routine Factory. Bram is [Inaudible] he's our ace in hole when it comes to making things that important to Routine Factory. I found this company and started working for them for about a year, for my brother-in-law who has autistic. Wide range of individuals with disabilities for five years now. It is something I truly enjoy doing and very happy and happy to work in assistive technology case.

>> For about eight years it was hobby project called [Inaudible]

plan. In 2015 they had core organization using audio plan but wanting something different. They really scrapped that and restarted as Routine Factory. So over the next five years our secret has been working with our customers and adopting and creating [Inaudible] experience and something that's versatile as possible. In 2017 came visual board, many clients are using digital right now. We have about 250 on board in 20 different countries. Now we have United States a part of that, which is very exciting. Organizations you see here are early adopters that helped create us what we are today. This is just handful of organizations and locations that are using our tools and have been for years now.

>> Why is self-reliance so important? This is what we built Routine Factory around, and just keeping at center focus. When you provide self-reliance to person, it increases their confidence and knowing they can do something better without help of someone else and then comes determination and confidence and having tool in their pocket or on wall where they can go and not have another person help them or coach them how to do specific path.

>> The best ways to break it down into two; first is app and online environment. App is ADA, prompting tool, uses specifically by client or individual with disability. It is really geared to adding layer of structure and helping person through day. This really provides remote support of such, as well as keeping that person as independent and self-reliant as possible. We have QR system where we can prompt personal assistance, whether you're doing laundry or working in kitchen, you can have it all be prompted as once.

>> For groups we have our info board. This is really geared to group homes, day services, anywhere there's group of individuals with disabilities. Instead of having to rely on staff or someone to answer questions, it may be common reoccurring question, they can just go to infoboard and easily look at it, who is working? What should I be doing next? Or they can walk up to it and tap on it. If we have any individuals who are unable to read or have visual impairment this tool will work for them as well. That's something we are constantly working on.

>> Here I have quick 2-minute video in Dutch. We have captions on here. Before I show you the app and online environment this is way of see it in use. Hopefully this works. Let me know if you don't hear anything, like in first two seconds.

>> So, my only plan, what that translates into English, that's counterpart to Routine Factory, so that is Bram, in chat what he technically called Routine Factory. What I will first jump into first is app, then we will shift to online environment. Really what we see with me personally with my brother-in-law who uses Routine Factory app, we see less conflict, instead of reminding that person, telling them what to do and reminding them that can be in app. I will show you how that works, building up confident they can do tasks alone.

Here we have app, it is on left. We will start here with basic task, eating breakfast, we can show as analog clock or digital. At 7:00 a.m. we get reminder on our phone eat breakfast. Photo of environment, Instagram or library. In eating breakfast task, we can mark as done, tried and fail, or skipped for today. If we mark as ate breakfast we get big

checkmark and can be removed from viewed. Here we have a checklist for task that requires a little more prompting. We can create checklist of putting on our pants or shirt. If we get hung up with that and fail we can check as fail for today.

>> Here we have a flip book. Instead of using checklist and you need something to add more familiarity, you can see how each step looks. This is commonly used doing laundry and showing steps, and now they are done.

>> And then we have choices, between 5:00 p.m. and 6:00 p.m. we have down time. Sometimes you may not know what to do or what that person needs to do, you can put preplanned in here. Like we are going to work in garden, that's to that specific task and can work on later on.

>> Then we have emotional thermometer, this can be assigned as many times in day or week for that person to check in on themselves, you have happy face, sad face. If it is great day, you can put in happy face, today's been great day. If they have device with microphone they can also speak that into that specific portion of that app as well.

>> I will work my way into online environment. It is essentially dashboard, web based. You don't have to have on any specific computer. You can go to Routine Factory and log on. If you manage group of people they all will be here. We just implemented a feature where they can click on specific feature. Go to blue group, that's Joe, made up imaginary client that's using app. First thing we see in his profile, if there's any task that's been completed with awards associated with them, we see them here. If we go to his house and see he has done laundry, he gets point. If he has not eaten breakfast he does not get points. We can go to rewards and set up, may be candy bar, going out to dinner, you can create these in online environment and they can spin rewards in app, which can be tracked in online environment.

>> Here we have timeline, think of as your social media timeline. You can see if it was created, or skipped. You can check box, and very easily scroll down and see if things are being done or not done as well as choices and emotions and other things as well. This is about us page, then we have scheduling page. This is where you go in and create step by step tasks, push button. This is reminder of task. You can go to recent and select from ones that you recently made.

You can also go back into weeks before, so you can really keep an eye on a specific test. Like this week I did a bunch of demos, so you can see this week things are not being done as they should be. You can look at that and find a way to acknowledge what really can be done to make that a task that's easier to be completed. That's scheduling portion.

>> Then we have assistance. That's really personal assistant to help people through either task exercises or specific situations, doing laundry. What we can do is put QR code and when that person is going to do laundry. They get out their app and that prompts flip book, checklist, or if they run into issue and need to call somebody.

If you have preloaded phone number, and within two taps they can call that number and get help. Really a way to streamline that process and call for help rather than getting upset.

>> Common question, if I have three people living in a house together, if there's three living together, they can all scan this QR code and all receive their personal prompt. We worked extra hard to make sure even things here to be scanned are not going to be overstimulated to that person and they will not accidentally get someone else's assistance. This is also used for coping mechanisms and ways to destress. You can put up website link and exercise. Really creativity and sky is limit. These are used in very different ways. It is always fun to see how professionals in organization make this fun. That's really online environment in nutshell.

>> We do have some goals here. That's personal planning. We will talk about infoboard next. One thing I will touch on, graphics are extremely important. We have library here, and all these photos to pick from, some are fun some not. You can create folder and even put in photos of whatever it may be. If it is that person's environment and just putting all in one place so you don't have to scramble and put something together. It can all live in image library. That's online environment app in nutshell.

>> Now I will switch over to infoboard. I should have a short video for you here just showing practicality of infoboard of a person who is living independently. I will play that now.

>> That was Eline, she gets to fill infoboard herself. It is geared to providing extra layer of overboard and [Inaudible] so they can see who is working, if they have any task coming up or news, organization news particularly, instead of things clattering white board and things that can be used by everybody.

>> What you see here is exactly that, this is infoboard, it is mounted touch screen device. It can be used on I-Pad and other touch screen devices. This is our start page, we can see who is working, good afternoon message, we are eating brussel sprouts today that sounds wonderful, what's coming up today as well as weather. Let's start with one of most common questions when it comes to group homes and those organizations; who is working, and who will be working today? We can set up so it is customized. Say a night shift person calls in, they can go up here, select mark and select Zack, and that will refresh in realtime, just allowing client to have overall sense of belonging of what they are doing and being a part of function of group home. We can turn off as well.

We have had moments where clients have taken specific staff off schedule hoping they don't show up. We can see weather, what it is supposed to be like for next couple of days. It is really windy here in Kansas. We have our upcoming activities, which I will show you next. We are going to zoo tomorrow. We can sign up showing infoboard. Whenever you see my mouse pointing, think of finger of individual tapping on infoboard. When you tab on it, they will be let with whoever it will be. If Mary is going to sign up, she would sign up like this. We have one person interested in this activity. Just way to make those choose driven tasks.

Here we have some notes. We can put sticky note up here, instead of having to write on white paper, you can write it here. They can change color and add a note and it can be there as long as it needed to. We usually see this feature used with other staff if they want to show them something. We can delete that once we have read it. It also reduces use of paper as well.

>> Here we will talk about chores, they are very important regardless of where you are. Say instead of Bram signing me up to do dinner we can set a pin card. The person can tell themselves a story in their head, riding a bicycle over fruit, or whatever it may be so they are able to remember that's their pin code. I am going to do that here (See Board). Sign up for that task. Then it will also display that I am going to be doing those tasks. I just did that one twice. So being able to sign up for those tasks, either myself or having someone help me sign up for it is way to give that person extra visual cue of I'm doing this later.

>> If Joe has app, which he does once this is assigned it will actually be in his app, almost in realtime. If I just shift back over here to my app, we can see here we are going to be preparing supper in two hours and cleaning dishes in one hour. Cleaning dishes, don't want to do that either, I will skip that. This is way for staff to walk by infoboard and see, they skipped this, said they don't want to do it. It is great way to remind staff of what's going on as well as client. Great way to make sure he gets it done.

>> Last thing I want to touch on with infoboard, we actually implemented being able to do checklist. If Joe doesn't have an app, he doesn't have to have one to do Routine Factory. He can go to his check list here and be able to go through this and complete these tasks without having app. So for packing or bags it should flash and say pack your backs or books, whatever is here will be spoken and pack your phone as well. That has been done. If they go through this and tap it very fast, just pushing buttons you can start over.

>> Client doesn't have to have app. To get best experience app is best, so you can go out in word and in fixed area where it is used in central location.

>> Then we have some games they can play, if they are just trying to get used to things. I'm really bad at this. This just gets harder as you go. You can do two of kind swipe away. You can put up list of YouTube videos that's safe.

>> Last example I want to show you on infoboard really quickly. In, in date service setting or assistive work setting, this is showing how customizable the infoboard is. Last example is for group home or living situations, we can have our schedule out here with all of different graph Is. What we are supposed to be doing know visual and how much time we have remaining on this task. You can see we will be working until 1:25 and it will prompt another task, actually can read out loud. And everyone can see this is what I'm supposed to be doing now. Just a way to keep everything on track.

>> Last thing I want to touch on, one of our customers from Netherlands has 30 group homes. They polled staff and everyone from nursing home and what they thought about it. They had [Inaudible] the fact that staff and client really enjoyed it themselves. 87% of staff said it contributed to well being of client, which is really what this an all about. I will share this with whoever I need to.

>> That's Routine Factory in nutshell and just would love to hear what your thoughts are in comments or if anyone has anything they would love to add or stuff like that.

>> Thank you, Pat. Put any questions that you might have in comment box and Pat will be happy to answer for you. Hopefully I did not talk too fast. I was trying to catch up from my error that put me behind.

>> Do we have any questions for Pat today? I really appreciate you going over Routine Factory. I can definitely see this and working in several area's, especially in workplace. I do know we have some folks who may be on with us from vocational rehabilitation.

>> Question, does task assignment have visual count down timer?

>> Yes, you can set timers for specific tasks. When it comes to like checklist, that's kind of different -- actually let me look here. Bram, do you have that one for me? Maybe not.

>> You can do it, but the suggestion you made is like the best we got on that side is what I think, given that you want your, the people you take care of, you want them to see a timer life in their screen. Best option is timer, special activity time.

>> Maria, if you're more curious about this, we can set up all idea going into our assistive tech. Really sky is limit when it comes to functionality of making things happen. Bram is kind of guru of that, that is why I wanted to make sure before I said anything.

>> Any other questions?

>> Awe some, I appreciate everyone being here and sitting through my technical difficulties in the end and beginning. If there's anything we can do, you can sign up for free trial for Routine Factory. No credit card necessary, you can just test drive it free. I'm happy to give you a [Inaudible] and see if it is a good fit.

>> Having the trial and putting to use was very helpful.

>> Thank you, Pat and Bram, I know you're in Netherlands, it's evening time for you. We appreciate you both for being here and doing this for us.

Can you just take a couple of seconds to fill out survey monkey time for us. We value your feedback and this is how we plan our next wired Wednesday. If you can take just a few seconds to fill that out. Our next one will be in April. Thank you so much for coming and spending a few minutes of your day. Thank you everyone.