

5 STRATEGIES TO HELP YOUR RESIDENT BREAK THE TECH-BARRIER:

1 Offering personalized support is a great starting point.

Schedule individual meetings to help them get setup on their device. Allow them to ask questions and be sure to set up follow-up meetings.

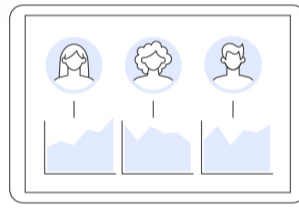


2 Group workshops:

Hold regular workshops to cover different topics, such as setting up online payments. They can be an inviting way for your residents to learn in a supportive environment. Plus, it gives them a chance to learn and practice together.

3 On-site kiosks:

Set up kiosks at your agency or other communal area, where residents can access the technology to complete essential tasks. Having a dedicated space can make residents feel at ease and addresses those who don't have a device or access to Wi-Fi.



4 Wi-Fi help:

Inform residents on locations where they can access free Wi-Fi. Limited access is a major barrier, but helping residents understand their options is essential.



5 Step-by-step guides:

Written guides or video tutorials are a great way for your residents to follow along at their own pace. Use it to address common questions and highlights what they learned at meetings and workshops.

