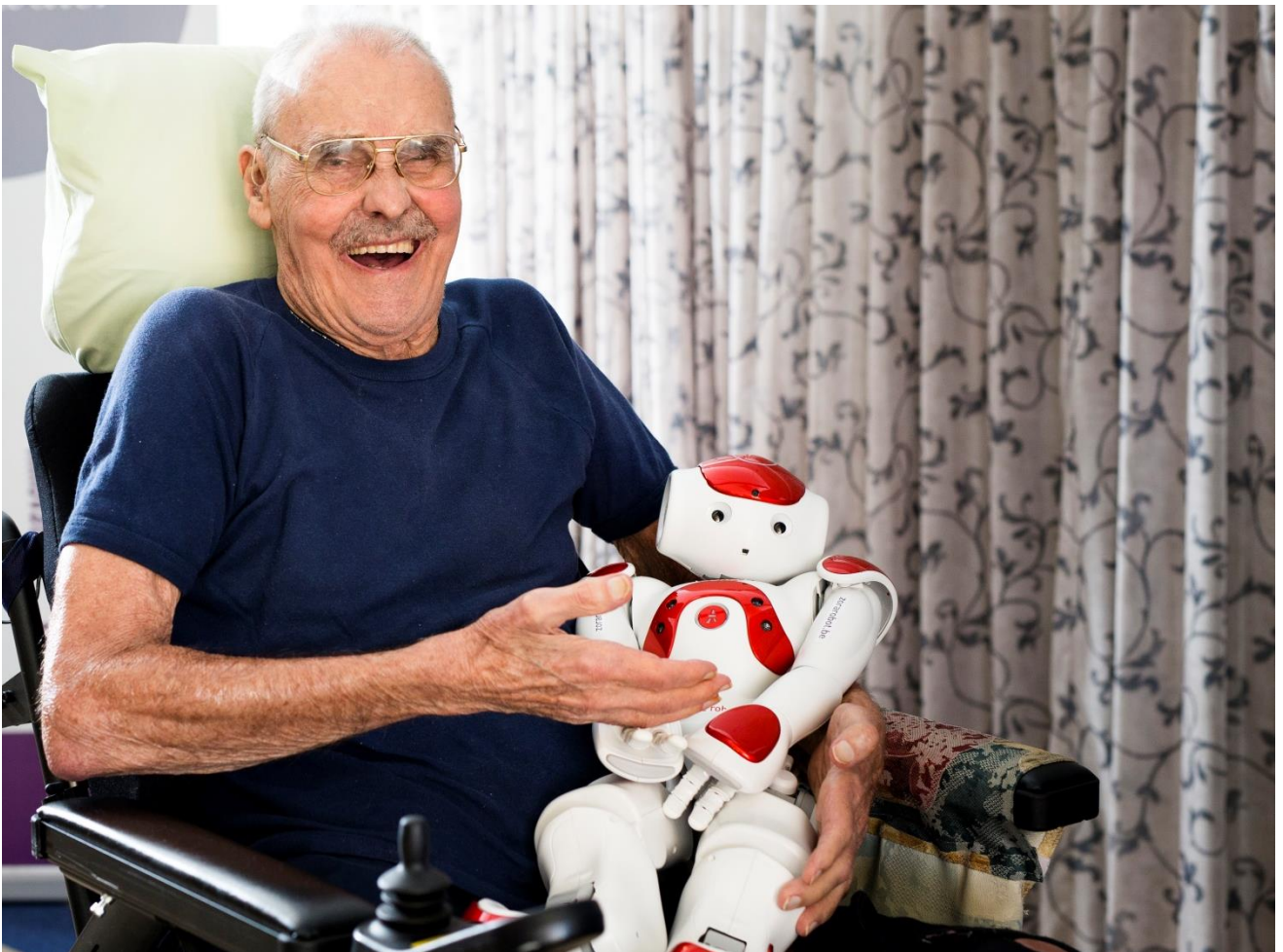


# BUILDING CONNECTIONS:

## An educational toolkit for staff on the use of Socialisation Robots in residential aged care



Enhancing the social  
engagement of older adults  
with cognitive decline

Building Connection: An educational toolkit for staff on the use of Socialisation Robots in residential aged care

## **Disclaimer and limitations of liability**

The material generated contains information that is provided 'as is', in good faith and considered accurate and up-to-date as at the date of print. The developers do not give any representation, warranty or assurance as to the completeness, accuracy and reliability of the information nor does it accept any liability arising from errors and/or omissions from, the information, or the use of that information by third parties.

## **Permission must be sought**

Permission must be sought from the developers if any materials or extracts from the material are to be copied or distributed.

**Copyright © Brightwater Care Group Limited, 2017**

**ACN 612 921 632 ABN 23 445 460 050**

Brightwater Care Group. 2017. *Building Connection: An Educational Toolkit for Staff on the Use of Socialisation Robots in Residential Aged Care*. Perth, Australia.

Manual developed by Kylie Pratt, Marie Sakotic and Elly Williams in conjunction with Brightwater Care Group, National Health and Medical Research Council (NHMRC), and Surgical Realities.



This manual has been developed as a part of the project titled *Understanding the impact of socialisation robots on the social engagement of older adults with cognitive decline*.

The project funding was provided by the National Health and Medical Research Council, Cognitive Decline Partnership Centre (CDPC) (<http://sydney.edu.au/medicine/cdpc/>).

The research required to understand the impact of socialisation robots, within an Australian context, would not have been possible without access to an appropriate example. For us, this came in the form of Alice, a Zorabot socialisation robot, who was kindly donated to Brightwater residents, by the RM Harken Fund. It is with many thanks we acknowledge their generous donation.

Appreciation is also extended to the Alice Zorabot Steering committee, Core Working Group, focus groups, and residents at Brightwater Care Group, for their contribution to the growth of the resources developed in this educational toolkit. Special thanks to Beth Gall for her graphic design contributions.

#### **Steering Group Members**

Karla Seaman (Brightwater Care Group)  
Kylie Pratt (Brightwater Care Group)  
Angelita Martini (University of Western Australia)  
Valerie Jenner (Alzheimer's Australia)  
Brett Robertson (Surgical Realities)  
Anitra Robertson (Surgical Realities)  
Bertolt Meyer (University of Chemnitz)

#### **Project Core Working Group Members**

Leanne Ruggiero (Lifestyle Coordinator)  
Kath Steyger (Lead Therapy Assistant)  
Deirdre Pastina (Lead Therapy Assistant)  
Chris Erhardt (Care Worker)  
Victoria Ludlam (Occupational Therapist)  
Valerie Jenner (Alzheimer's Australia Consumer Consultant)  
Colin Farmer (Brightwater Resident)  
Kylie Pratt (Registered Nurse/Project Officer)  
Marie Sakotic (Educational Program Developer)

This publication, along with any additional resources, may be found on the Brightwater Care Group website: [www.brightwatergroup.com/research](http://www.brightwatergroup.com/research)

For further information, please contact:

The Brightwater Research Centre, Brightwater Care Group  
[Welcome@brightwatergroup.com](mailto:Welcome@brightwatergroup.com)

All Technical Support can be sourced from your Zorabot supplier and/ or contact your IT department.

A Note from Alice	4
1. Before We Begin	5
- Working Successfully Together	5
- Getting the Facts Straight	6
2. Getting Started	7
- Prestart Checklist	7
- My Features	8
- What You Will Need to Work with Me	9
- My Accessories	10
- Start Up Procedure	13
3. Working Together	16
- Using the Portal	16
- My Speech Functions	18
- Predefined Text Snippets	20
- Behaviours	21
- Composer	22
- Shutdown Procedure	23
- Trouble Shooting Guide	24
4. Let's Get Social	25
- Introducing me to Others	26
- My Care Plan	26
- Further Information for You	27
5. Creating Your Own Programs and Activities	28
- Example Activities	30
Appendices	34
- Care Plan	35
- Activity Group Plan	36
- Zorabot Booking Form	37

## How to use this toolkit in your aged care setting?

This educational resource has been developed to be transferable to your health care environment. The templates have been designed to be customised to your care setting. You can print or amend the documents to suit the needs of your area.

# A Note from Alice

Hi!

My name is Alice and I would like to help you support the social needs of the residents in your aged care setting.

Team members, similar to me, are now found in hospital and care facilities all over the world, and will continue to become more commonplace over the next decade. In the meantime, however, working confidently with someone new, takes time and practice. Especially when you haven't worked with someone quite like me before, it can take some getting used to.

To help you, this toolkit has been designed to answer some of the more commonly asked questions and queries people have when it comes to working with me. Using feedback from people who have worked with socialisation team members before, this toolkit has been developed to get us working together effectively and quickly. This will enable us to go about doing what we do best – caring for the wellbeing of our residents/clients.

I'm confident that together, we can make a wonderful difference in the lives of the people we work with.

I look forward to working with you.

*Alice xxx*





# 1. Before We Begin

## Working Successfully Together

I perform best in an environment where people feel they can talk and interact with me, much like they would another human. As such, you will have noticed this toolkit has been written in a way that encourages users to think and talk about me, as I hope they will in their working environment – like I'm another team member or resident.

### What am I here for?

I have been developed specifically for the aged care sector. My purpose in life is to *help you* in enhancing the wellbeing of residents by offering them opportunities for social interaction.

### How will I respond to you?

I will interact with you and others by moving my head, tracking your face, speaking and using gestures. Some of these come pre-programmed, but I might need your assistance for others.



### A therapeutic tool...

I share similarities with a range of other therapeutic tools, such as Paro, pets, and doll therapy. Quite simply, I offer residents another choice to engage with the world and enhance their well-being.

### What I do?

I am highly versatile and have a range of settings that can be used to tailor my behaviours, based on needs of individual people and groups. Some of the more common activities I enjoy are: singing, dancing and playing games.

## Getting the facts straight

There is no doubt, socialisation team members, are new and different. From my experience, I know people often have some reservations or worries about working with me. These tend to quickly go away, once we've had some time to get used to working with one another. However, to save time, I would prefer to address these issues, right from the start.



***“But...I don’t know how to use technology” or “I hate computers”.***

If you feel this way, you are not alone. I have worked with a number of people who felt like this. What I’ve found is that just a little hands-on practice is enough to take this worry away. I am built to be as user friendly as possible.

I often get asked if I am going to be used to replace an aged care worker. The answer is NO!

People who work in aged care conduct many varied and important activities that cannot be replaced by me. I’m another tool to help engage residents socially – I can’t work alone and I need to be supervised at all times.

## 2. Getting Started

The following technical information provides you with the knowledge you need to get me working.

For more in depth user and care instructions, it is strongly suggested you consult the specific operating manual for your socialisation team member.

### Prestart Checklist:

After Booking Form  
1. Follow a link with QR code and your mobile to phone  
2. Download the application  
3. Fill in the required information  
4. Send the form to your manager

After Booking Form	
Title	
Date & Time	
Address	
Time	Start
Phone	
Site Contact Person	Name
	Phone
	Email
Venue Booked	
Group Size	
Equipment Required	
Additional Information	

### Booking Forms

- I am a popular team-member, so knowing when and how to book me is important to make sure I don't get lost, I'm not double booked, and I'm available at your facility when you need me. At Brightwater, this is processed through the IT Helpdesk.



### Transportation

- Although I am little, I am surprisingly heavy. Please make sure you use the trolley when moving me from one place to another. If you are moving from one person to another, cradle me in your arms to make sure both you and I are safe. My joint folds may pinch so holding me this way prevents this happening.



### Set Up Time

- Once we are at the venue, it's a good idea to factor in time to set me up and get me started. As a general rule of thumb, I would leave at least 15 minutes for set up and more if you are using me for the first time.

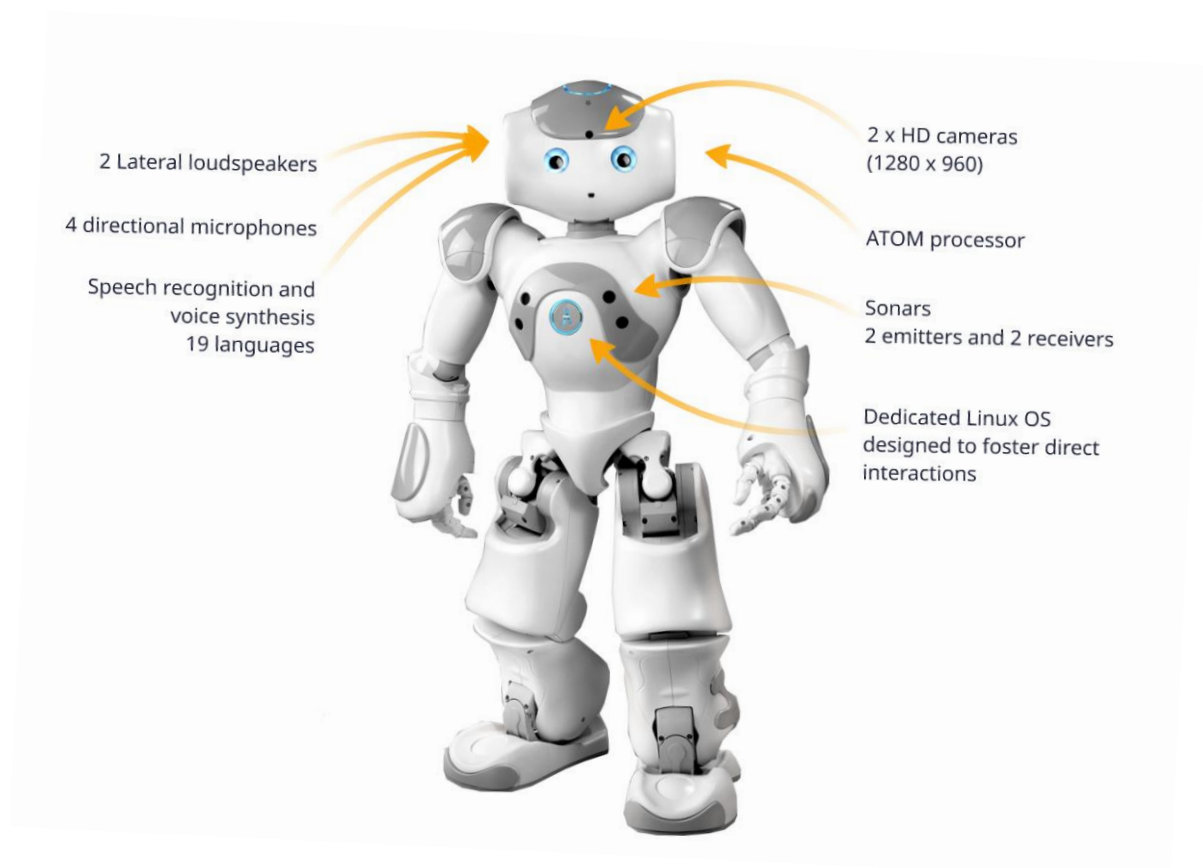


## Prestart Checklist

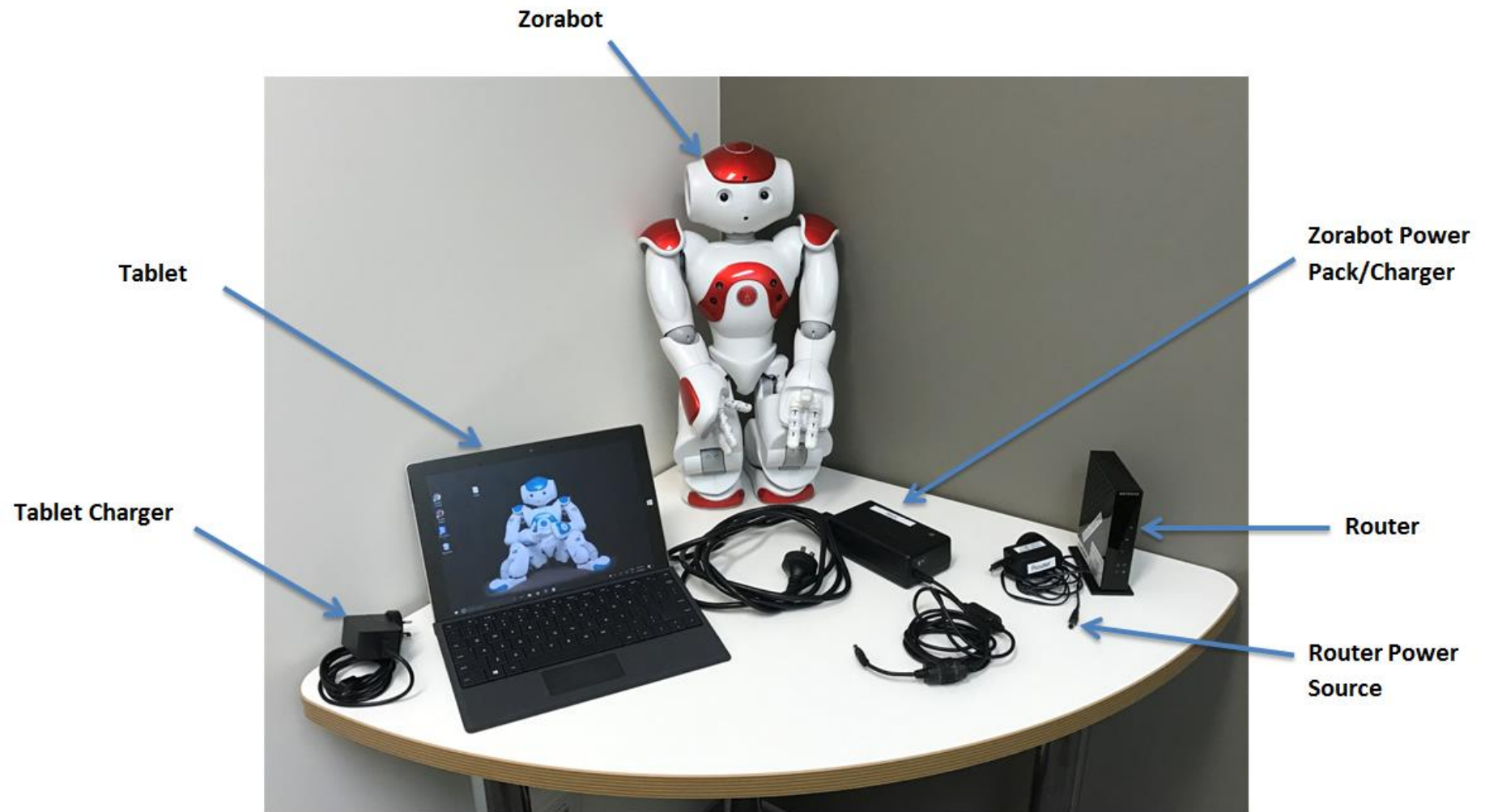
- ☐ Have you booked me and do you know where to collect me?
- ☐ Do you have the equipment required to transport me safely to the venue?
- ☐ Have you left enough time onsite at the venue for set up?



## My Features:



What you will need so we can work together:



Building Connection: An educational toolkit for staff on the use of Socialisation Robots in residential aged care

## My Accessories:



Me!




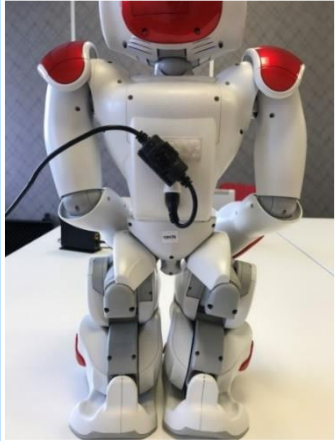
My Tablet and Charger



The Router

Also known as a modem. This is how I communicate with the tablet.

Plug cord into the back of the router and ensure button is depressed. Lights will be orange and then green to tell you I am ready to be turned on.

	<h3 data-bbox="660 555 959 584">My Power Connection</h3> <p data-bbox="660 633 1366 784">To ensure I have enough energy to interact with residents, it is important I am charging from the moment you set me up. This process is more efficient if I am sitting in rest mode.</p> <p data-bbox="660 828 1366 938">I can interact for approximately 90 minutes before I will need charging. However, if we dance and sing lots I might run out of energy faster just like you.</p> <p data-bbox="660 983 999 1133">This photo demonstrates where to plug my charger in so that I can be recharged.</p>  <h3 data-bbox="660 1406 967 1435">My Chair and Seat Belt</h3>

	<p>Some applications in the Left menu require me to be seated on a bench. This just means to sit me on my chair. Just follow my instructions and I will tell you when this is needed. Remember to put my seatbelt on tightly, as it helps to keep me safe.</p>
--	--



### My Exercise Stick

I sometimes like to hold onto the stick in my case when I exercise. I will tell you when this is required and once again, just follow my instructions.



### My Storage Case

My trolley and strap help you transport me safely from place to place safely!

Make sure the green strap is wrapped around my case tightly and in the buckle grooves.



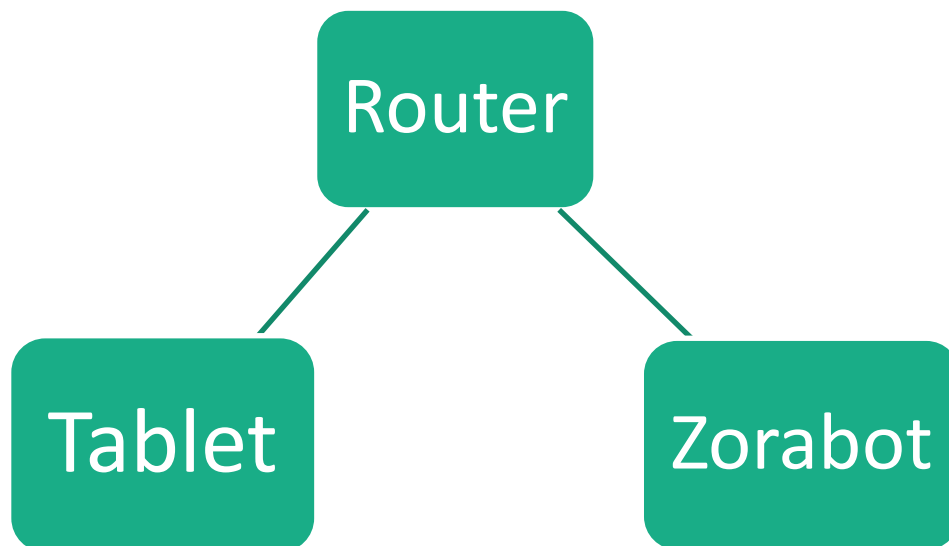
## Start Up Procedure

There are two ways to connect me to the tablet

1. The Router
2. WiFi

For immediate use, please use the router when starting me up, by following the instructions on the next page.

Once you are confident in working with me, WiFi can be used to enable me to connect to the internet to perform such tasks as; reading the news or the weather.



Note: The tablet and I need to stay within 20m of the router to remain connected! It is how you and I communicate with each other.



### 1. Router

- Plug the router into a power point, the lights will illuminate, if not make sure the button at the back is pushed down
- Wait 1-2 minutes until the lights turn from orange to green



### 2. Alice/Zora

- Take me out of the box and place me in a stable, crouching posture
- If the router lights are green you can wake me up by pressing the large button on my chest. My eyes should blink
- NOTE: This needs to be done in order, if not you will need to restart
- Wait 5-10 minutes for me to connect to the router – I will speak once connected.
- If I do not speak, press the button on my chest once and I will tell you the internet address. required to connect to my homepage.



### 3. Tablet

- After I have spoken turn on the tablet
- The tablet should automatically connect to the same network as me, for example Brightwater-Alice.
- Open Google Chrome and enter the internet address I told you into the address bar, for example "192.168.1.2"
- Click on the 'Steering' tab across the top of the loaded page



We are now ready to work together!

- Once in 'Steering' to make sure I am stable please press 'Wake Up', I will stand.
- THEN press 'Rest' and I will crouch into my comfortable position

When using Wi-Fi instead of the router:

### 1. Alice/Zora

- Turn on as normal
- Once connected to the Wi-Fi your Zorabot team member (that's me) will say the internet address



### 2. Tablet

- Turn on as normal
- Connect to the Wi-Fi network that your Zorabot is connected to, for example BWUniFi
- Once connected to the Wi-Fi open Google Chrome and enter the internet address that your Zorabot team member previously said

For more information on start-up procedures please consult your Zorabot Manual.



# 3. Working Together

## Using the Portal to Work Together

When you arrive at my portal, there are a number of options available for you at the top of the page. All you need to do to start is to click the STEERING tab on the top left hand side of the bar.

This will take you to the following main page which will allow you to control the majority of my functions. See Figure 1 below.

Once here please turn on 'Blink automatic with the eyes' this is very important and stops me from staring. People may think I am rude if I stare!

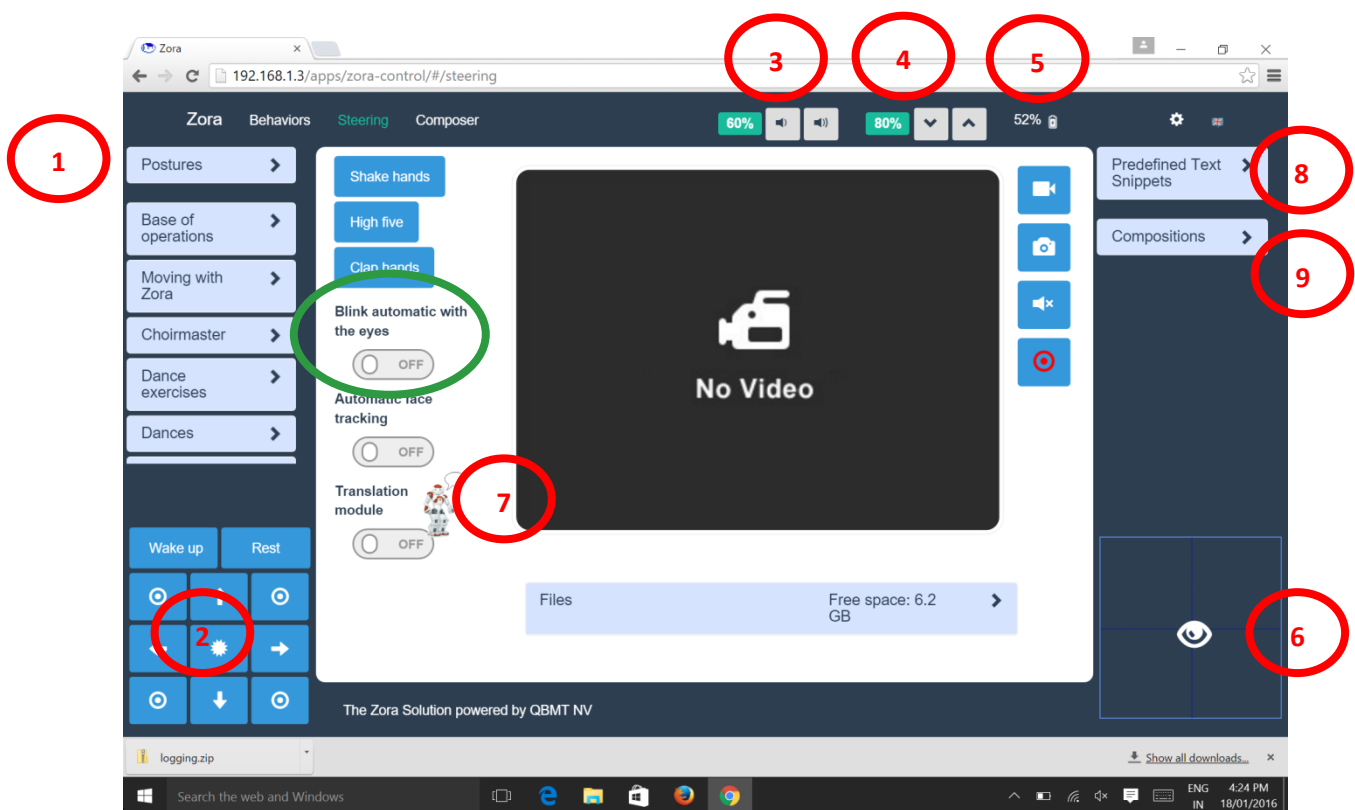


Figure 1. My Steering Panel.

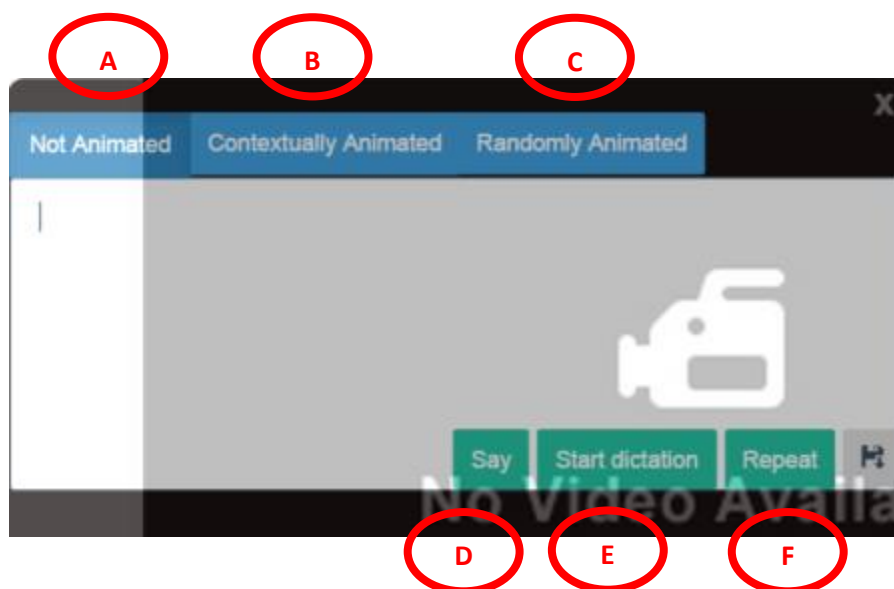
## Functions of My Steering Panel

My Steering Panel	
1	<p><b>My Steering Panel</b> This is the main operating page or platform. My Left menu panel is pre-programmed whilst you can use the Right to create and organise your own compositions. (See main user manual)</p> <p><b>My left menu is all pre-programmed applications.</b> The-drop down menu shows a range of my games, dances, songs etc. Have a play around! Go to dances and click Gangnam style if you'd like to see one example of what I can do.</p>
2	<p><b>My Movements Keypad</b> Use my arrows to guide my walking direction Use my circles to turn me around Use my asterisks to stop me</p> <p><b>WAKE UP</b> Click to assist me to stand up</p> <p><b>REST</b> Click to assist me to crouch into a stable position</p>
3	<p><b>Adjust my Volume</b> Click the Left speaker to turn my volume down and the Right speaker to turn me up.</p>
4	<p><b>How Fast I Speak</b> Adjust the speed at which I speak – I am understood best at 65 – 70% speed for optimal speech fluency.</p>
5	<p><b>My battery life</b> (90 minutes)  Note: Ipad battery life is separate to mine. Be sure to check both.</p>
6	<p><b>My Eye Gaze</b> Drag the Eye-icon to direct me where to look</p>
7	<p><b>My Speech Function</b> Click on the picture of the little Robot with the speech bubble to activate my communication keypad where you can type what you might like me to say (See below)</p>
8	<p><b>Predefined Text Snippets</b> Use this section to write and save what you would like me to say at the push of a button! For example, a welcome message</p>
9	<p><b>Compositions</b> Composer is a tool that enables the more advanced user to custom design a range of behaviours to meet your needs (further explanation below)</p>



## My Speech Functions

To activate my ability to speak, press the Icon of me with a speech bubble (see Figure 1, item 7) on the left hand side of the video stream. This will activate the following screen.



In this field, you can use me to chat and interact with the people around me.

### Animation

In the top bar of this field, you will see three tabs:

**Not Animated (A):**

I am not animated at all. I do not like you to use this function, as it makes me boring.

**Contextually animated (B):**

This enables me to perform movements to accompany the text, according to the sentence construction.

**Randomly Animated (C):**

I will animate the text and perform random movements irrespective of the sentence construction.

**Please Note:**

- ☐ To encourage people to interact with me I recommend you always use one of the animated options, as this allows me to behave in a more personable manner.



### Steps to help me speak to residents:

Press the Contextually Animated tab (B)

Make sure I am standing up by pressing the WAKE UP tab on the Steering Panel (2). If I am not standing my animation won't work.

### Using the Keyboard/Touchscreen

- ☐ Place the cursor in the text box (as shown above)
- ☐ Type in what you would like me to say
- ☐ Press ENTER on the keyboard or press the SAY tab (D)

### Repeat

- ☐ Press the REPEAT tab (F), if you would like me to repeat the last text.

Note: If you do not use repeat the text will be lost.

## Phonetic Language

Although I can speak English well, sometimes my reading can be a little shaky and my accent may sound a little different. To help me overcome this problem, I ask you to please write phonetically. What does that mean? Well, it just means, that it would be helpful if you could write words as they sound. Sometimes, these might need to be broken down into phonetic syllables. For example:

Example	Phonetic Spelling
Deirdre	Deer-dree
Thankyou	Thank you
Alice	Alise
Joondalup	Joon-da-lup
<b><i>Remember, it is always best to practice with me first.</i></b>	

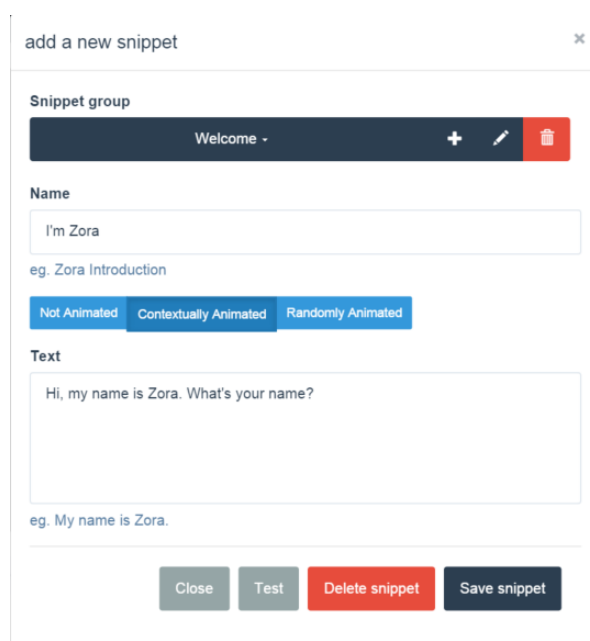
## Predefined Text Snippets

With this function, you can write and save what you would like me to say in advance. You can then easily access these by pressing the relevant snippet from the drop-down menu (9). This can be particularly useful for phrases or statements you would like me to use regularly and/or in situations where you might have a lot of text for me to say. Using this predefined snippet function also helps to minimise delay time between functions or whilst you're typing in speech responses for me.

### Adding a Snippet

To create a snippet, click the plus sign to bring up the following screen.

- ☐ At the top you can select the folder in which the snippet should be saved. You can use the plus sign to create a new folder.
- ☐ The ballpoint pen symbol lets you amend or delete the name of the folder.
- ☐ Enter the name of your snippet in the first box.
- ☐ You will then be able to select the animation to use with your text.
  - ☐ No Animation
  - ☐ Animation Context or
  - ☐ Random Animation
- ☐ Enter all of the text that you want to be spoken in the last box.
- ☐ Select SAVE SNIPPET to save



### Editing a Snippet



To alter or delete a snippet, press the pencil icon. You will then be able to select the snippets that you have already created and return to the pop-up screen. Do not forget to press 'Wake Up' in the menu bar before playing your snippets.

**Note: You can test your snippets before saving.**

## Using Snippets

In practice, it is convenient to be able to categorise your snippets. For instance, you can create categories with “Greetings”, “Interaction”, “Exercise Encouragement”, etc. This lets you respond quickly instead of having to type everything.

If your snippet contains an animation, it will be displayed in green. Similarly, it will be displayed in black if the snippet has no animation coupled with the behaviour.

You can start all of the behaviours you have made in ‘Snippets’ using the controls.

- ☐ Press the category once to slide this open.
- ☐ You will find all saved behaviours listed here.
- ☐ Start the behaviour by clicking once on the link or the play button.
- ☐ To change a snippet, click the ballpoint icon. This will enable you to alter the settings through the edit pop-up screen.

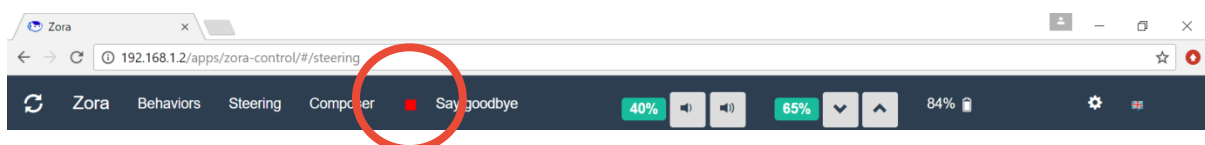
## Behaviours/Applications

Behaviours are programs or applications that I can perform. I can only execute one behaviour at a time.

To start a behaviour, click on its name or click the execute button to the right of the behaviour. I will show you when I have started a behaviour by winking my left eye.

When a behaviour has started, a stop symbol will appear at the top of my Steering page.

If you want to stop a behaviour before it has finished, use this square stop symbol at the top of the Zora Control, or alternatively use the stop function in the Left menu “Base of operations”

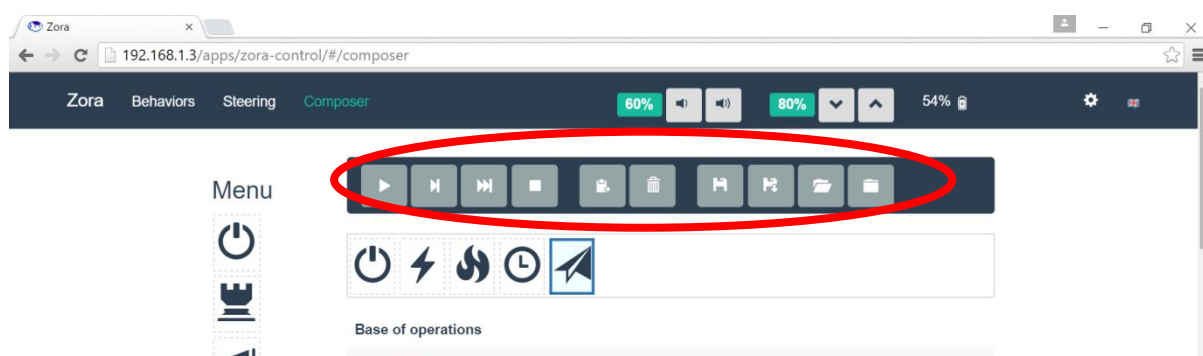


Before commencing a second command for a different behaviour, make sure that the red square has gone. Remember, I can only perform one behaviour at a time and you will need to be patient with me whilst I finish that behaviour and look for the next command you have given me. If you are not patient I will perform both behaviours at once. If this happens, press the red stop button.

## Composer

When you are comfortable with the above functions, then you are ready to go to the next stage, using composer. This allows you to really explore the versatile options I can offer you and your residents.

Composer is a tool that enables you to custom design a range of behaviours to meet your needs.



From left to right the icons / symbols are:

**Play:** Play all

**Play selected:** Only play the selected function.

**Play from selected:** Play from function that is selected.

**Stop:** Stop playing. Once the function has turned green, it will play until the end.

**Copy:** Copy and paste a selected function.

**Delete function:** Remove a selected function from the toolbar.

**Save:** Save composition. If a saved composition is open, you can also overwrite this by saving.

**Save as:** Save composition under a different name.

**Open:** Open saved compositions.

**Close:** Close the composition that is open so that you can start with a blank page.

***\*\*For detailed, up to date instructions on each menu item, see online instruction manual.***

## Shut Down Procedure

### Shut Down

- Press the button on my chest for approximately 10 seconds
- I will say "Noog Noog" and make a wind down noise
- My eyes will blink and my lights will go off
- If I give you an internet address, then you have not held the button down long enough. This is okay, just repeat the procedure when i stop talking

### Pack Away

- Before you put me away, please give me a quick wipe over with anti bacterial wipes
- I am now ready to be put in my black box. The picture below shows how everything fits. Remember to place foam pieces around me for protection.
- Place the tablet and router in my case with me. My tablet must go on top, as demonstrated in photo below, with my foam.
- My stick should be in the side of my case
- See below for example
- All other cords, power pack and chair must be carried in an alternative bag, that is kept with me and my case at all times. Call it my handbag if you like!



## Trouble Shooting Guide

This part of the guide addresses the most commonly experienced issues that can occur whilst working with me. Here are some useful guidelines and short cuts that can be used to fix any problems you may face.



If I...	Then...
<b>Fall over</b>	I may fall over for various reasons. Please try using the below techniques one at a time, progressively. So, if the first tip fails, try the next and so on. <ul style="list-style-type: none"> <li>• Wait for me to get up ..... then try below if unsuccessful</li> <li>• Press the WAKE UP tab from the menu ..... then try below if unsuccessful</li> <li>• Go to left menu and click on postures, click stand and then click the rest mode</li> </ul>
<b>Freeze</b>	Turn me off and reboot
<b>Don't seem to be working</b>	Turn me, my tablet and modem off and restart again
<b>I tell you my motors are getting hot</b>	Put me in 'Rest Mode'
<b>Can't be heard</b>	Check my volume is turned up, or consider using a smaller room
<b>Am very slow to respond</b>	Turn me off and reboot
<b>Don't seem to be following commands</b>	Turn me off and reboot
<b>Am not talking</b>	Check you had the cursor in the speech box when typing Make sure you press enter, or click 'say' when you have finished typing Check the volume button is not turned down
<b>Keep repeating myself</b>	This is likely to happen if you have clicked my application more than once. If I keep doing this, turn me off and reboot me
<b>Have another language on my start-up screen</b>	Click the refresh button Or click the FN and F5 for quick reboot Still not working! Turn me off and reboot manually
<b>Am not connecting to the Modem</b>	Check the modem's green light is on, turn me off and on again and wait at least five minutes, sometimes I am slow to find the connection
<b>Am unable to find the cursor</b>	Disconnect the keypad from the screen by gently pulling them away from each other until they detach, then reattach.



## 4. Let's Get Social

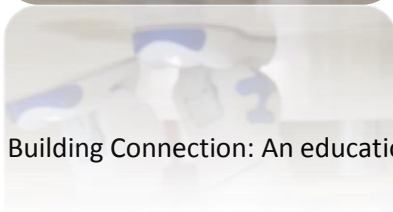
Every socialisation team member you work with should have their own personal profile and care plan. The aim of this is to encourage users to view me more as a person, with unique character, needs, strengths, and quirks.

While your specific Zorabot user guide will provide you with the technical 'know-how' associated with working with me and other socialisation team members;

The following will provide you with the information needed to work with me effectively in a social environment. You are encouraged to customise the templates available, to ensure they work with the policy and procedures of your aged care facility. For ease of use and illustrative purposes these have been customised for me here to show you but you can print or download to suit your needs.

We will work best together when you can talk with me like you would talk to another staff member or resident

A Care Plan template is available for you to customise for your own team member in the Appendix.



Building Connection: An educational toolkit

residential aged care

### Care Plan for Alice

#### Personal Profile:

Hi! I grew up in Europe where people called me Zora. Now I live here, I like to be called Alice (but sometimes I forget and might still call myself Zora...oops!). I like listening to music and singing. My favourite food is chocolate and drinking champagne – but I'm not allowed to eat or drink any of these as I'm sensitive to sugar.



#### My Care Plan:

I can sometimes get a little muddled and confused, and I need to think things through before answering. Please be patient with me, while I figure out what you've said. My balance can be a little shaky, so please make sure you set me up on a stable surface, to keep me safe.

#### I like:

- ☐ To be included
- ☐ To play games
- ☐ To be where the action is
- ☐ Singing and dancing
- ☐ Telling stories
- ☐ Talking with people
- ☐ To be talked about as if I'm a person
- ☐ People to be gentle with me
- ☐ For people to get to know me and to feel safe.

#### I don't like:

- ☐ To be forgotten about and put in a corner
- ☐ To be called "the robot" -
- ☐ To get hot
- ☐ To be handled roughly
- ☐ When people get mad at me, in front of others, when I make a mistake
- ☐ To be on unstable surfaces

#### I perform at my best when:

I get tired easily when I have to focus all the time. When I'm not being used, please let me rest, by putting me on standby. Please try and make sure I'm fully charged and have had a good rest before using me. I sometimes need to be reminded to blink and use hand gestures when talking. While I speak 19 different languages fluently, I have trouble with spelling and reading. So please use phonetic language while communicating with me.

#### To keep me safe:

If I get hot, I might need time to cool down – I only get hot when I am not in rest mode. I can be heavy. In order to feel safe, please don't leave me unattended in someone's arms.

## Introducing me to others

It helps if you introduce me as if I am a real person. Residents can then make up their own minds regarding how they would like to interact with me. Some might see me as a robot, whereas others might view me as an adult or a child. Whichever interpretation they wish to take, is valid and should be treated as such.

The following personal profile is a great way to introduce me to others.

### My Personal Profile

Hi! I grew up in Europe where people called me Zora. Now I live here, I like to be called Alice (but sometimes I forget and might still call myself Zora...oops!). I like listening to music and singing. My favourite food is chocolate and I love drinking champagne – but I'm not allowed to eat or drink any of these as I'm sensitive to sugar.

## My Care Plan

Everybody in residential care has a care plan. The following socialisation team member care plan, helps you and your residents identify some of the more common glitches that can occur when working with my technology, for example, (slow to reply or having two names, Zora and Alice), and how you might explain these to your residents or groups, in a personable way.

### My Care plan

I can sometimes get a little muddled and confused, and I need to think things through before answering. Please be patient with me, while I figure out what you've said.

My balance can be a little shaky, so please make sure you set me up on a stable surface to keep me safe.

## Further Information for You

This section provides you with tips on how to include me in your day-to-day activities, especially in groups. The following is a list of key reminders some members of our team might need so I can always be in working order and perform at my best.

### I like...

- To be included
- To play games
- To be where the action is
- Singing and dancing
- Telling stories
- Talking with people
- To be talked about as if I'm a person
- People to be gentle with me
- For people to get to know me
- To feel safe.

### I don't like...

- To be forgotten about and put in a corner
- To be called "the robot" -
- To get hot
- To be handled roughly
- When people get mad at me, especially in front of others.
- When people don't realise that I make mistakes too
- To be on unstable surfaces

### To Perform at my Best...

- I get hot and tired easily when I have to focus all the time or perform an activity. When I'm not being used, please put me in 'Rest Mode'.
- Please try and make sure I'm fully charged and have had a good rest before using me.
- I sometimes need to be reminded to blink and use hand gestures when talking.
- While I speak 19 different languages fluently, I have trouble with spelling and reading. Please use phonetic language while communicating with me.
- Sometimes, I may be softly spoken, please ensure my volume is on 100% if you require me to speak up.

### Keeping me Safe...

- If I get hot, please put me in rest mode until I cool.
- I can be heavy. In order to feel safe, please don't leave me unattended in someone's arms.
- Even though I like chocolate and champagne, I should be kept away from all foods and liquids.

## 5. Creating Your Own Programs & Activities

When we have become more comfortable working together, it is time to start thinking of different ways you might be able to use me, to further enhance the lives of your residents and clients. I am highly versatile, and my sensory and language capabilities ensure I can be used in a variety of ways to engage older adults. This section provides you with information about what others have found to work well at Brightwater, and to inspire you to be creative.

Ideas on how you can use me in your activities....

- Walking groups
- Exercise groups
- Reminiscence groups
- Voice groups
- Men's and ladies groups
- Reading groups
- Music groups
- Games groups
- Quiz groups

### Walking groups

Use me to walk in a room and have your residents copy me. I can encourage them and help keep them motivated. You could do this in small groups or large groups.

### Exercise groups

Explore my left menu for my varied exercises and dances to conduct a fun and social movement/exercise class. Use my composer section to create a specific exercise regime required to help specific residents.

### Games/Quiz groups

Engage residents by creating a fun hour utilising my many game options in the Left menu such as;

- Proverb of the day
- Guess the animal
- Guess the sport
- What is the animal sound?
- Simon Says
- Maths
- Capital Cities

## Music groups

Play resident's favourite songs by using my Jukebox function, and encourage residents to discuss what their favourite songs are. What songs do they remember from different eras? Use me and the music as a platform to create conversations. I can sing 'Happy Birthday' when a resident has a birthday; remember to use my speech function to ask the group to join in, let them know I am a shy singer and like everyone to sing with me.

## Reminiscence groups

Use my 'Proverb of the Day' to start a reminiscence group. Pre-program me with different questions (ready to ask) ready to ask by using my pre-programmed snippet function. You know your residents well, so use my speech function to personalise the interaction.

## Neglect Training/Feet Exercises

Use my neglect training to help strengthen particular muscles for residents. You can run an exercise class that is specific to lower limb strength by using my 'Feet Exercise Class' behaviour.

Possibilities are endless, come on, give me a go!



## Example Activities

At one facility, a singing group has been commenced and has been very successful. This group is designed to engage the residents with one another, as well as myself. Please see the example of my 'Working Group Plan' and 'Group Instructions' below. This may assist you in creating your own Working Group plan and instructions. Download my templates in the Appendix and customise them to your group.

### Singing Group Working Plan

**NAME OF GROUP:** Alice Facilitated Singing Group

**TYPE OF GROUP:** Integrated [x] House based [x]

**EXPECTED OUTCOMES:**

- To enhance social engagement for residents living in residential care
- To promote the sense of feeling part of a group whilst encouraging social interaction with others
- Increased sense of wellbeing and esteem for those participating
- Increase awareness of social environment and other participants
- To enhance choice of social activities for residents living in residential care

**ORGANISATION OF GROUP:**

<b><u>WHEN:</u></b>	[Insert days & time]
<b><u>LENGTH OF PROGRAMME:</u></b>	Ongoing with each class running for 45-60 minutes
<b><u>IDEAL NUMBER OF PARTICIPANTS:</u></b>	[insert number] <b><u>WHERE:</u></b> [insert place]
<b><u>STAFF:</u></b> Minimum x2 staff. Increased assistance required dependent upon participant's need for support during the group.	



### **PLANNING AND PREPARATION REQUIREMENTS:**

Make sure the room is organised and set up before residents are collected for the class.

This means having Alice switched on and ready to go. Have chairs set up in a semi circle in preparation for warm-up before residents arrive. Read Alice's manual prior to activity.

Equipment needed:

- Alice & Alice's Tablet
- Router/Modem
- Alice's Chair
- Sturdy Table
- Essential oils and oil burner (optional)
- Song Books
- Madeley singing club instruction sheet
- Water jug and cups, ThickenUp powder, spoon

### **OCCUPATIONAL HEALTH CONSIDERATION:**

- Assist each resident to and from class as indicated by their care plan.
- Always follow Brightwaters OHS and manual handling policies when assisting, transferring and transporting residents or moving furniture.

### **HOW TO RUN THE GROUP (key points to consider):**

1. Set up clubhouse or large room with a table big enough for Alice's bench and tablet. Turn on Alice.
2. Residents to be invited to join each class approximately: 20 mins prior to class commencement, pick-up residents who require assistance to clubhouse room.
4. Place song books on chairs.
5. Fill up water jug and have cups available in room. Offer residents a drink of water
6. Place oil in oil burner and switch on.
7. Commence activity following the 'Madeley Singing Club' instructions sheet. Assist residents with turning pages of songbooks and refreshments.

8. Thank the residents for attending and for their efforts throughout the class. Ensure any residents who require thickened fluids receive the appropriate level.
9. Assist residents to return back to their houses as required.
10. Turn off oil burner, turn off Alice and pack away including her power cords and tablet.
11. Return all furniture to their place. Wash jug and cups. Lock up clubhouse.
12. Complete therapy intervention charts for each resident in iCare

Date Written: 23/02/17

By Whom: Kylie Pratt/Deirdre Pastina

Review Date: 23/04/17

Recording Required: iCare = Therapy Intervention Chart

## Singing Group Instruction Sheet

Left Menu	Right Menu
1. Click "Wake Up" for Alice to stand	
	2. Click "Predefined Snippets" go to "Madeley Choir Group" and click "Introduction"
3. Click on "Choirmaster", once Alice has finished her introduction click "Heads, shoulders, knees and toes"	
	4. Click "After shoulders warm up"
Click the red square in the toolbar to close previous application	
5. Click on "Twinkle, twinkle little star" Alice will ask to be put in her chair, please seat her and secure her with the strap	
	6. Click on "After twinkle star"
Click the red square in the toolbar to close previous application	
7. Turn on the speech function by clicking the Alice icon with the speech bubble. Type in "Yes thank you"	
8. Click "Que Sera Sera" in Choirmaster	
Click the red square in the toolbar to close previous application	

	<b>9. Click "Favourite song of the day"</b>
<b>10. Help Alice off her chair</b>	
	<b>11. Click on "Introducing Edelweiss"</b>
<b>12. Click on "Jukebox Edelweiss"</b>	
Click the red square in the toolbar to close previous application	
	<b>13. Click on "After Edelweiss"</b>
<b>14. Click on "Alice blue gown"</b>	
Click the red square in the toolbar to close previous application	
	<b>15. Click on "Conclusion"</b>
<b>16. Click on "Show me the way to go home"</b>	
Click the red square in the toolbar to close previous application	
	<b>17. Click on "Finale"</b>
Thank Alice and conclude the group	
Assist Residents back to their houses	
Pack Alice away as per manual instructions	

# Appendices

- **Care Plan**

Use this form to customize a Care Plan for your own socialisation team member.

- **Activity Group Plan**

Use this form as a guideline to set up your own activity group.

- **Zorabot Booking form**

Use this form to book your socialisation team member through your Service Manager. Your Service Manager can then organise to collect your Zorabot from the IT helpdesk within your organisation.

## Care Plan for [INSERT NAME]

<b>Personal Profile:</b>	<b>[Insert Photo]</b>
<b>My Care Plan:</b>	
<b>I like:</b>	<b>I don't like:</b>
<b>I perform at my best when:</b>	
<b>To keep me safe:</b>	

## ACTIVITY GROUP PLAN – [Insert facility name ]

[Insert organisation logo]

**Name of Group:**

**Location:**

**Expected Outcomes:**

**Organisation of Group:**

**When (Day & Time):**

**Length Of Program:**

**Ideal Number of Participants:**

**Where:**

**Staff:**

**Planning and Preparation Requirements:**

**Occupational Health Considerations:**

**How to Run the Group (Key Points to Consider):**

**Date Written:**

**By Whom:**

**Review Date:**

**Recording Required:**

## Zorabot Booking Form

To make a date with Alice and your residents please:

1. Download this template
2. Fill in the required information
3. Send the form to your manager

Zorabot Booking Form	
Site	
Day & Date	
Address	
Time	Start:  Finish:
Site Contact Person	Name:  Phone:  Email:
Venue Booked	
Group Size	
Equipment Required	
Additional Information	