

# TSBank

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Time and Skill Bank for Active Aging

Project Number: AAL-CALL-2015-099

## Scenarios and Use Cases Description

Responsible Partner: ANA

Classification: Public

Date: 16th February 2017

## DOCUMENT HISTORY

Revision No.	Description	Author	Organization	Date
1	Document setting and swiss scenarios and use cases description	<b>Laura</b>	<b>SUPSI</b>	18 October 2016
2	Romanian scenarios and use cases description	<b>Simona</b>	<b>ANA</b>	20 November 2016
3	Final Review	<b>Raquel Sousa</b>	<b>iTime</b>	28 December 2016
4	Swiss case added	<b>Laura Bertini</b>	<b>SUPSI</b>	16.02.2017

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## INTRODUCTION

The project will be implemented in different countries: Portugal, Romania and Switzerland.

The test of the services provided by TSBank will be performed in Romania and Switzerland, for this reason the platform will be multilingual from the first version.

The principal difference between the two countries is the presence of associations of elderly volunteers in Switzerland and the lack of these groups in Romania. These characteristics of the field trials will differentiate the use case scenarios and the recruitment of end-users.

The present document will present these topics and distinguish between the two countries, it is based on the survey carried out in Romania (see D2.3) and the focus group organized in Switzerland where the findings of the Romanian survey were compared.

## PILOT 1: ROMANIA

Even though there are several senior's associations in Romania as well, several private but most of them organized by the town halls, there are several reasons the Romanian partner would prefer approaching individual seniors: computer literacy among Romanian seniors is very low (< 18%) and significantly restricted to highly educated seniors, that cannot be found in the local senior's associations/clubs and are better targeted through direct and online media. Another reason is that, in Romania, participation in seniors' associations is very sporadic.

From the survey carried on by ANA we developed 4 real case scenarios of volunteers for TSBank project.

**Constantin** is a very active 70 years old with a good income. He has a university degree in electronics, is computer literate and spends usually at least one hour a day on the internet. Though he has several small health problems he evaluates his health status as good which reflects in his sustained activity. He retired from his own business in the country capital and has now relocated in a beautiful touristic village in the center of the country where he owns and runs a successful restaurant. He is married and has two adult children that live abroad with their own families. Constantin is multilingual, is fluent in Romanian, German, French English and Russian. He is a passionate traveller with excellent knowledge of the touristic attractions both locally and nationwide. He is a member in several clubs, is passionate with collecting antiques and tendering for art items but also for more physical activities such as: hunting, fishing, yachting and car racing. He spends a considerable amount of time taking care of his yacht, sailing in national and international seas, fishing in the Danube Delta or participating in hunting trips during open seasons. A frequent international and national traveller he is a high quality connoisseur of hotels, restaurants, food and wines, museums, art galleries, concert halls. Constantin is willing to spend 2 hours per week providing online information for national and international tourists not only about the local touristic attractions and accommodation but also very detailed advice on hunting, yachting and fishing in the Danube Delta. A very busy and private person, he is not willing to take part in training, would like his identity to be coded and his volunteer activity to be occasional, not like a commitment but rather as a hobby.

**Sabina** is 75 y.o, a healthy, young looking, smart and active retiree living with her older but still very active sister. During their employment years they both lived in Bucharest but have now retired in a touristic city in the center of the country, Brasov. Sabina has a university degree, is computer literate and uses the internet mainly for weather forecasts and Skype communication. Though not formally involved in volunteer activities, she helps several friends in the neighborhood with caring for their immobilized husbands. She is passionate about gardening, visiting museums and going to concerts. As a passionate reader she is very well spoken with a humorous approach on life events. A steady walker, she knows her town very well. She is very personable and well spoken and would be willing to spend 6 hours a month in occasional volunteer activities such as guiding elderly tourist, providing online information, participating in promotional and awareness events, involving in recreational activities for

institutionalized children. Though being quite open she cares about the private side of her personality so she would rather have her identity codified in the TSBank platform. She would attend training if compulsory though would rather not.

**Iulia** is a merry 72 y.o., retired and living alone. She has an adult daughter living separately with her new family. She is passionate for the PC and spends several hours every day on Facebook, YouTube and Google. She is quite satisfied with her health and income and considers herself lucky to have them. She is educated at undergraduate level and used to be an accountant. She attends the church regularly, takes long walks daily, has a close circle of friends she share her time with and helps a neighbor with taking her little daughter form school several times a week. She would be willing to provide volunteer services, occasionally, about 3 hours per week providing financial advice online, participating in promotional and awareness events, involving in recreational activities for institutionalized elderly or children. She would also agree to help with book-keeping for a charity institution. She like gatherings so she would gladly participate in training programs and does not want to protect her identity on the TSBank platform.

**Laura** is 68, retired, lives with her very active spouse and have left their town residence for a quiet and lovely house in the countryside. Laura worked as a legal consultant but her hobby has always been writing. She is a proficient computer and internet user but now as she has retired, would rather spent her time outdoors as much as possible, taking long walks in the nearby forest, taking care of the flowers and growing vegetables in her garden. She is willing to dedicate 5-6 hours a month to volunteer activities – providing online juridical counseling. There is an elderly home in their village and she would not mind spending recreational time with the residents occasionally. Her spouse is a retired MD and would also like to help occasionally with the institutionalized elderly. They have no problem with their ID being mentioned but would not agree to take part in training programs.

## PILOT 2: SWITZERLAND

In Switzerland, at the beginning of the project, SUPSI has involve a national elderly association based on volunteering. This association, Pro Senectute, has different bureau in each Canton. For the beginning of the project SUPSI has focused on the Pro Senectute Ticino, because of the location closer to the University of Applied Sciences and Arts. The idea is to recruit via the association the end-users for the field test of the project.

The interest of this association is the fact that there is a bureau in every Canton, for this reason SUPSI and Pro Senectute Ticino will activate a web of collaboration with a bilingual Canton as Wallis, in an easier way. This strategy will provide in very few passages end users representing the three principal languages of Switzerland: German, French and Italian.

Prosenectute give people the opportunity to be a volunteer and also provide services for elderly: from courses to dinner provision at home.

The Swiss case is based on volunteers of this association and will benefit from the organizational setting already existing.

The selection via the association and the possibility to have a location for the presentation of the project is something important for this part of the pilot and to give a positive and security feeling about the project.

For the first phase of the project we involve people with this characteristics in accord with the 2.2 document.

- Elderly from 62 to 75 years old;
- Active volunteers of Pro Senectute or people that benefit from the activity of the association and is an active volunteer in another place;
- Basic digital literacy

The researchers of SUPSI were involved in an informatic course of the association and have organize a focus group to dress the scenarios and the use case description. At the same time we compare the results of the in depth interviews datas produced in Romania and confirm the data on the user needs and preferences presented in the D2.3. We can notice that people participating to this courses could have a lower education profile, but we consider that they have a very similar life style compared with higher educated seniors. For this reasons we include them in the survey considering that they have obtained a similar cultural competence by life experience. The focus group canvas could be find in attachment of the present document.

### **Swiss possible scenarios and use cases:**

In general all the people that we met are open and interested in volunteering and in the project TSBANK.

They find that health problems could be a barrier to provide a service and they agree that it is difficult to be engaged in a fixed/formal manner (for example every Friday for four hours).

Another barrier could be the public transport for whom who didn't have a private car. They find useful to integrate in the TSBANK services some information as the link to public transports of the region.

The identity of the users must be visible, someone would like to meet first in a public space and not at home. They agree to use the Google account (Gmail), perhaps a second Gmail only for this purpose.

In general they don't find necessary to know the persons before to provide a service, they made some example of the actual activities as accompany refugees to the doctor where they don't know nothing about the person that they help.

People were preoccupied about the responsibility that are linked to the care of other people.

All people would like to participate to a training program for the use of the platform.

**Elena:** She is retired and live with her husband. She worked in a kiosk for 28 years. She likes sport and do a lot of activities with her husband. For this reasons she doesn't want to be involved in a volunteer activity in a formal way, she only has few time and doesn't want to give a systematic service. If she find something easy to manage and not too regular she is interested in volunteering.

**Irene:** she is housewife and worked sometimes with her husband during her life, she took care of the family member during the life course. She was an active member of the evangelic community of Lugano and spend her time helping young couples with little babies and other social services. She think that volunteering is very important for her wellbeing, she think that without this activities she would have been sick. Volunteering is an health protector factor. Today she is still active, she helps elderly people to go to the doctor or the dentist.

**Nathalia:** she thinks volunteering is a very important activity, when she was younger, she was member of a religious community and help people within this social group. Now she is still active but not in relation with the religious community. Today she say that she is an informal volunteer, that is in her social network people help each other daily. Nathalia think she couldn't be more structured in this activities, for her this informal volunteering is possible to be done but she couldn't do it in a formal way.

**Roberto:** he works in a big company of communication and get retired just before the *digital revolution*. For this reason he participate to informatics courses, he think informatics and digital competences are crucial today, people need to learn and he is interested in the future to teach informatics to other people.

**Maria:** she works as shop assistant, after the retirement she took care of her husband for five years. Now that he is dead, she participates to the activities of the association to go a little out of her home. She thinks that she could be helpful to accompany people to shopping or to the doctors.

**Letizia:** she is a volunteer in an elderly home, once a week she manage the bar of this home. She has some health problem, for this reason she cannot make too much activities, but if the charge is not excessive she is open to do more volunteering.



## ANNEX

### **FOCUS GROUP CANVAS**

**(Da registrare chiedendo il consenso e spiegando che sarà tutto anonimizzato)**

#### *Presentazione del progetto:*

Permettere alle persone di offrire facilmente dei servizi socialmente utili facendo volontariato nei settori del turismo, della custodia di animali, forse nella cura persone e nella consulenza di vario genere.

Si vuole sviluppare una piattaforma internet (pagina) in cui sia semplice iscriversi e mettere a disposizione la propria offerta, si parte da un funzionamento che possa essere semplice per persone anziane in modo che poi sia semplice per chiunque in un secondo tempo.

#### **DOMANDE? ADESSO VI SPIEGO IN SEGUITO COME POTREBBE ESSERE.**

#### *Obiettivo di oggi insieme:*

Raccogliere la vostra opinione sulla possibilità di svolgere volontariato tramite una piattaforma web. Per comprendere meglio le vostre risposte rispetto al volontariato dapprima vi chiedo di fare una breve presentazione personale.

- Ognuno di noi si presenta con età, professione svolta, con chi abita (compresi animali) e quali sono le attività preferite (hobbies ma anche con chi piace incontrarsi, visite, ecc).
- Fate già attività di volontariato se sì quale? Avreste piacere a farne?
- Che tipo di attività vi piacerebbe svolgere e quanto tempo dedichereste a questa attività?
- Se doveste fare volontariato quali sarebbero i fattori che vi rendono l'attività semplice o costituiscono un freno? (esempi possibili: salute, distanza da percorrere per svolgere l'attività, organizzazione, fiducia nelle persone che si vogliono aiutare, senso di utilità?)
- Vi piacerebbe svolgere attività come turismo, consulenza o cura di animali (ev. persone)? Quale sarebbe l'area di attività massima (quanto tempo, in che area rispetto al domicilio)
- Se doveste svolgere un'attività lo vorreste fare in modo regolare o saltuario?
- Partecipereste a delle formazioni per le attività di volontariato tramite la piattaforma (per l'utilizzo della piattaforma) o meglio un manuale? O entrambi?
- La vostra identità potrebbe essere visibile in piattaforma o vorreste fosse nascosta (nick name)?

- Quali informazioni dovrebbe darvi la piattaforma per mettervi a vostro agio? Sia sui volontari che su chi vi richiede un servizio.
- Come vorreste essere informati della richiesta di un servizio e come vorreste valutare le offerte (cose da sapere sulla persona).

Ora vi mostro l'idea di piattaforma e mi piacerebbe sentire cosa ne pensate.

<http://95.215.63.31:88/tsbank>

Chi fosse interessato a provare con noi la piattaforma può lasciare il proprio recapito o contattare Laura Bertini. Se conoscete qualcuno che potrebbe essere interessato potete ovviamente metterlo in contatto.

Al termine distribuire scheda di presentazione del progetto.