



# TSBank

Time and Skill Bank for Active Aging

## D4.2 Training Materials

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Coordinator Organization	IncreaseTime
Website	<a href="http://www.tsbank.eu/">http://www.tsbank.eu/</a>

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V2.1	20/07/2018	Jaime Lopes (iTime)	Final Review
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Reviewed by	Jaime Lopes (iTime)		

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## Executive Summary

The tasks assumed and hence the activities undertaken in WP4 aim to validate the impact potential as well as the technical, organizational and legal feasibility of the TSBank solution. The purposes of this work package are: to secure a successful implementation of the service's demonstration in the pilot sites (Romania and Switzerland), to evaluate the performance and operational adherence of the TSBank solution compared with the specifications defined in WP2 and to further adapt the solution within the iterative process of two pilot testing sessions, according to the findings following each pilot; and finally to reach relevant conclusions for the subsequent uptake of the service by the elderly, as will be reflected in the deployment plan developed in WP5.

The deliverable D4.2 Training Materials is one of the main outcomes of the task T4.2 Setup of the pilots in Romania and Switzerland, a task which covers all aspects, from recruitment of elderly participants, installation of the TSBank system in the various sites, training of the volunteers participating in the pilot, production of the training guides and materials, and the provision of technical support during the pilot implementation.

## Document Context

### Role of the Deliverable

This deliverable (D4.2) assembles together all the relevant materials that were developed before each pilot testing session and made available (online and offline) to the users in order to facilitate their interaction with the platform, to understand their roles and rights, and to support them to provide useful feedbacks from technical and usability perspectives.

The training materials hereby described and illustrated have been developed through the tight cooperation of all three partners; they have been translated in each of the local language needed for implementing the training of the senior volunteers and users that tested our solution.

### Relationship to other project deliverables

Deliverable	Relation
D4.1	<p>Title: Pilot Plan</p> <p><i>The training materials repository is an essential resource for implementing the pilot plan.</i></p>

## 1. Project Description

### 1.1 General Description

The core concept of the TSBank is to give the elderly a way to use their time and skills in a way that is useful to society, enabling them to be active and feel needed, which will greatly contribute to their well-being and reduce their dependence on the caregiving infrastructure.

The matching process follows a series of steps to ensure a correct match is made:

1. The elderly are registering with the online tool via a simple interface and insert the tasks they are willing to help on, thus ensuring they are adapted to their capabilities.
2. People searching for a specific service are looking in the platform, and the system matches their request with the available elderly support work, putting both in contact.
3. Once the support is done both parties are requested to vote/comment on each other, creating a "trust rating" that enables future help requesters to make a better selection.

The TSBank project is built upon the concept of helping the elderly help others, in the process improving their self-esteem and social engagement, which in turn improves their wellbeing.

While existing social networks can also be used to provide the proposed matching of volunteer work/needed service, such solutions are too generic and difficult to use for the suggested target demographic. The TSBank solution differs from them in that it is focused on the elderly and their volunteer work, allowing to have a greatly simplified interface and more efficient match-making capabilities.

### 1.2 System Description

TSBank will develop, validate, and deploy an online platform – silverskills - that allows the elderly to volunteer their skills and time to perform work on a set of areas. People looking for support can then consult the platform for volunteer elderly that match the sought needs, and the platform puts both parties in contact.

The TSBank platform will be built on a modular system, where there's a single base core of features on top of which there are a series of modules dedicated to specific volunteer work areas. The platform can be expanded to include virtually any area for the elderly to volunteer on, while the TSBank project will implement three areas to serve as the start points for the system: Tourism, Pet Sitting and Consultancy. With these three modules, TSBank contributes for an increase of the quality of life, autonomy and participation in social life of elderly people. At the same time, it serves as a starting point for self-confidence in the use of ICT tools through the use of perception of knowledge and experience transfer by making skills and competencies visible in local communities, boosting elderly acceptance and perceived value of ICT solutions. Other important aspects of the system will be the usability and design, which will have to be developed according to the limitations of the elderly users.

## 2. Introduction

Before the first pilot set up we developed a printed 30-page volunteer's guide (the Italian version was initially developed by SUPSI and then translated in Romanian by ANA) that was handed to all the volunteers during their initial training.

The complete List of Material developed for training is:

- i. User's Guideline (Italian version);
- ii. User's Guideline (Romanian version);
- iii. Presentation Prezi
- iv. Presentation (Prezi) for Senior Volunteers
- v. Presentation for Users
- vi. Feedback Form
- vii. Video
- viii. Informed Consent
- ix. Descriptive letter of roles and volunteer's contribution to the testing

## 3. User's Guide (Italian version)



Non sai come registrarti? Non riesci ad effettuare l'accesso? Non sai come accettare un servizio richiesto? Hai dimenticato la password?

Segui il

### Manuale del volontario

E troverai tutte le risposte alle tue domande

silverskills

Manuale del volontario

**Sommario**

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Registrati come volontario .....	6
Nome e data di nascita .....	7
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Come si accetta una richiesta? .....	23
Il servizio è stato accettato da entrambi le parti e ora? .....	25

Pag. 2 a 30

silverskills

Manuale del volontario

#### Nome e data di nascita

##### Dati personali

Nome

Data di nascita

**Posso inserire un nome di fantasia?** Certo, ricordatevi soltanto che questo sarà il nome del vostro profilo e sarà visibile a tutti gli utenti quando effettuano una richiesta di un servizio.

#### Email

##### Profilo

Email

**Perché devo inserire l'email?** L'email è importante per ricevere tutti gli avvisi da parte di silverskills, ad esempio la notifica di una richiesta di un servizio.

#### Foto

Foto

**Non hai foto o non vuoi inserirla?** Nessun problema! Non è obbligatorio inserire una tua fotografia, ma piacerebbe gli altri utenti vedere con chi possono entrare in contatto quando effettuano una richiesta di un servizio.

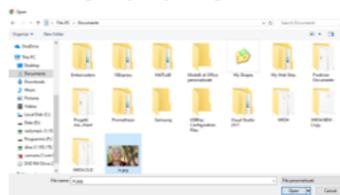
Pag. 7 a 30

silverskills

Manuale del volontario

#### Come si inserisce una fotografia?

Cliccate su Scegli File, poi si aprirà la seguente finestra:



Scegliete la foto, e cliccate Apri.

#### Competenze

Competenze

Turismo, Cura degli animali

Turismo

Consulenza

Cura degli animali

**Come faccio a selezionare una o più competenze?** Clicca sulla freccia a destra, si aprirà un menu dove potrai cliccare una o più competenze.

Pag. 8 a 30



Ora puoi visualizzare il tuo profilo, cliccando sul link vai al mio profilo.

Pag. 15 a 30



La pagina del tuo profilo è suddivisa in 4 sezioni: dati personali, servizi aperti, i tuoi servizi e valutazioni.

Anteprima dei tuoi dati personali:



Pag. 16 a 30



Controlla la casella di posta elettronica, apri l'email che ti abbiamo inviato e clicca LINK (si aprirà la pagina web per reimpostare la password):



Pag. 29 a 30



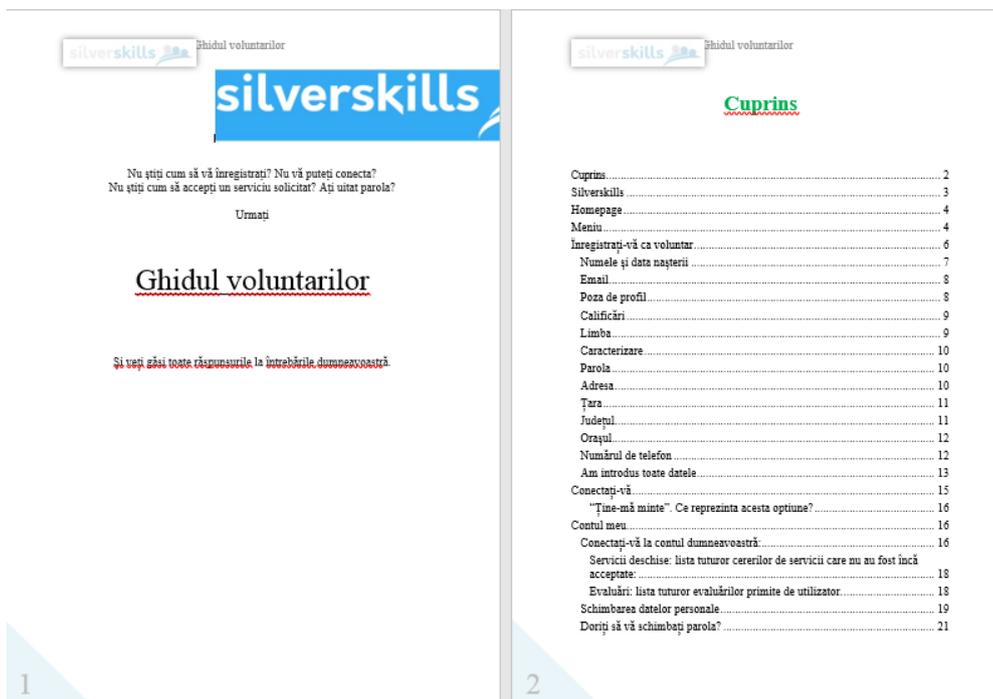
Bravo! Sei riuscito a reimpostare la password!

Reimposta la password di silverskills

La tua password è stata reimpostata. Per favore Clicca qui per accedere

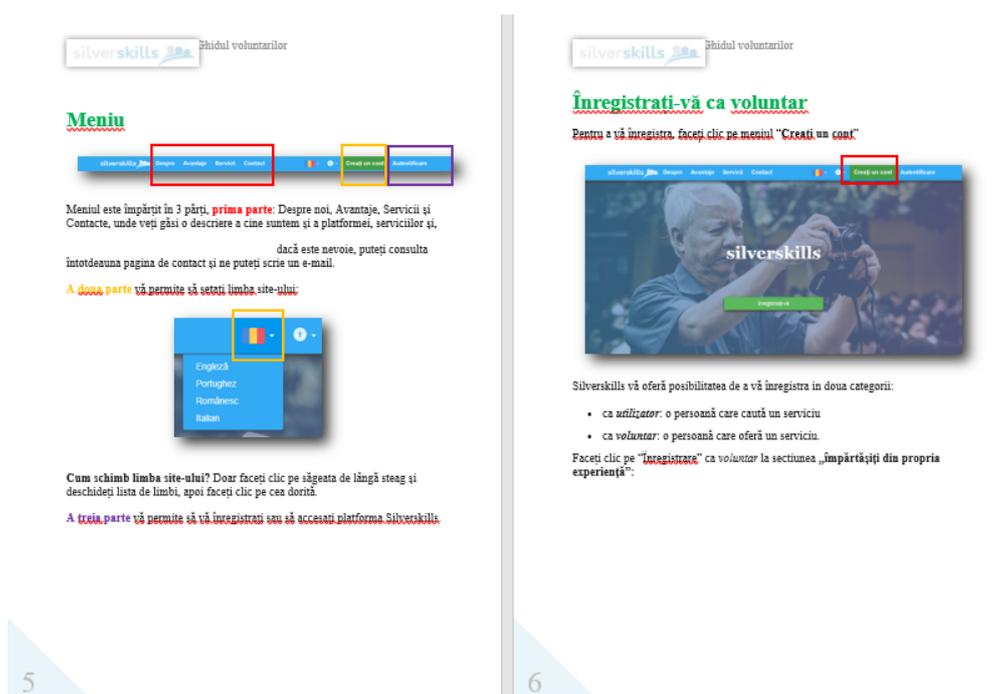
Pag. 30 a 30

## 4. User's Guide (Romanian Version)



1

2



5

6

**silverskills** Bihidul voluntarilor

**Am introdus toate datele**  
Faceți clic pe butonul Creați un cont pentru a finaliza operațiunea.

**Creați un cont**  
Ați creat deja un cont? [Autentificare](#)

**În cazul în care nu ați introdus toate datele, silverskills vă avertizează!** De exemplu, dacă nu ați introdus descrierea și parola, în partea de sus a paginii se afișează lista câmpurilor uitate:

**Caracterizare**  
Caracterizare personală

Utilizatorul din acest câmp este invitat să-și împărtășească preferințele personale cu privire la anumite servicii, hobby-uri precum și orice alte informații care ar putea constitui o carte de vizită utilă pentru cei care caută servicii pe platforma silverskills.

Este necesar să introduceți Caracterizarea

Și câmpul uitat va fi evidențiat cu roșu:

**Parola**  
Introduceți parola

Parola trebuie să fie compusă din cel puțin 8 caractere și să conțină cel puțin un caracter cu literă de tipar, unul scris cu literă mică și un număr.

Este necesar să introduceți Parola

Dacă operațiunea are succes, veți vedea următoarea pagină:

13

**silverskills** Bihidul voluntarilor

**Verificați adresa de**

Tocmai am trimis un e-mail la [luba.niculescu@gmail.com](mailto:luba.niculescu@gmail.com)

Trebuie să verificăm dacă adresa de email specificată vă aparține contului de email și urmăriți instrucțiunile din mesajul pe care vi l-am trimis. Dacă nu găsiți mesajul verificați dacă ați specificat o adresă de verificare corespunzătoare de spam sau cea nesolicitată. Mesajul adresa de email [no-reply@silverskills.eu](mailto:no-reply@silverskills.eu)

[Mergeți înapoi la ecranul de înregistrare](#)

Verificați pagina personală de e-mail, deschideți e-mailul pe care vi l-am trimis și faceți clic pe LINK (pagina web se va deschide unde confirmați că profilul dvs. a fost activat):

**silverskills**

Confirmați contul dumneavoastră pe silverskills

**LINK**

14

**silverskills** Bihidul voluntarilor

Ori de câte ori cineva are nevoie de ajutorul dvs., veți primi un e-mail de alertă.

**silverskills**

Salutare Niculescu Mihaela Cosmina,

Felicitări, ați fost selectat pentru un serviciu de tip (judiciar)

Dati clic pe link pentru mai multe detalii despre serviciul selectat

**LINK**

23

**silverskills** Bihidul voluntarilor

Faceți clic pe LINK, pagina cu detalii a cererii se va deschide:

**Consiliere → Legal**

Stare: Solicitare de Consiliere

Informații din cererea

**Comparați** **Comparați de succes**

Solicitați contact

**Acceptat** Cristina Lupu

**Ați pierdut e-mailul de solicitare de serviciu, cum îl puteți recupera?**

Nu vă panicați, toate solicitările sunt sub profilul dvs. În secțiunea Servicii deschise, faceți clic pe rubrica „mai multe informații” pentru a obține mai multe detalii despre solicitarea dvs.:

**Servicii deschise**

Muzic	Legal	Cultural/Turism	Publicațiuni
Categoria	Categoria	Categoria	Categoria
Statutul beneficiar	Statutul beneficiar	Statutul beneficiar	Statutul beneficiar
<b>Detalii</b>	<b>Detalii</b>	<b>Detalii</b>	<b>Detalii</b>
Creat în 17 noiembrie 2017	Creat în 17 noiembrie 2017	Creat în 17 noiembrie 2017	Creat în 19 noiembrie 2017
<a href="#">Vezi mai multe</a>			

24

silverskills.ro Ghidul voluntarilor

Introducere adresa dvs. de e-mail și faceți clic pe "Trimite":

Ați uitat parola?

Adresa de email

Trimite

Dacă procedura are succes, veți vedea următorul mesaj:

Ați uitat să confirmați parola

Trimite

Verificați pagina personal de e-mail, deschideți e-mailul pe care vi l-am trimis și faceți clic pe LINK (pagina web va reseta parola):

silverskills.ro Ghidul voluntarilor

Solutare Niculescu Mihaela Cosmina.

Nume utilizator: cosniculescu@yahoo.com

Ați primit acest e-mail ca urmare a solicitării de recuperare a parolei. Vă rugăm să apăsați pe link pentru a vă confirma identitatea și a crea o parolă nouă. Dacă nu ați solicitat schimbarea parolei vă rugăm să ignorați acest e-mail. Dacă aveți orice întrebare, nu ezitați să ne contactați la support@silverskills.ro

LINK

Prior to the second pilot set up, finding out that the printed training manual was somewhat difficult to use by the seniors, on one hand, and on the other hand having to recruit a higher number of secondary users in the second iteration, we decided to develop online tutorials (Prezi presentations) for both users and senior volunteers in Romania. Furthermore, for the secondary users (most of them being young students at the faculty of medicine) we offered the opportunity to provide online feedback regarding the technical troubleshooting.

## 5. Presentation (Prezi) for Senior Volunteers

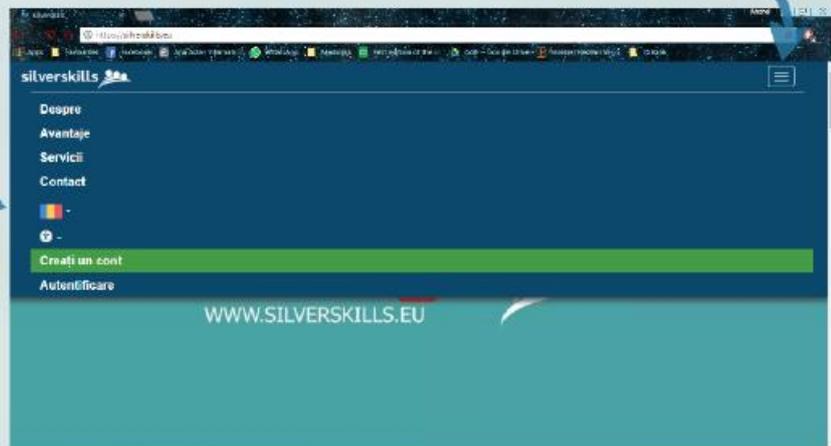


### Cum sa...

Apasand butonul "menu" pagina va afisa mai multe optiuni

Puteti comuta intre limba Engleza si Romana

Apasati butonul "Creati un cont" pentru a va inregistra



## Cum sa...



In aceasta pagina va trebui sa va inregistrati ca voluntar (optiunea din partea dreapta)

## Cum sa...

Odata ales profilul de voluntar, urmeaza etapa completarii datelor...

Adresa Email

Date personale

Calificările - domenii in care doriți sa activați  
• turism  
• consiliere  
• animale de companie

Va recomandăm să alegeți o poză de profil - va vor crește astfel șansele de a fi selectat de către utilizator

## Cum sa...

!!! Atentie: atat datele personale cat si adresa de email le puteti face vizibile sau nu pe profilul dvs prin simpla bifare/ debifare a casutei respective....

pentru datele personale

Alegeti in continuare limbile vorbite...

pentru adresa de email

si apoi va rugam sa va faceti si o scurta caracterizare atat a dvs cat si a activitatilor, intereselor sau specializarilor

## Cum sa...

Puteti selecta si in acest caz daca doriti ca aceste informatii sa fie vizibile sau nu prin bifarea/debifarea acestor casute

In final, va rugam sa alegeți o parola cu care veti accesa contul...

apoi datele de contact...

iar pentru inregistrare si finalizare apasati butonul "Creazi un cont"

## Cum sa...

Asa va arata profilul unui voluntar senior.

- date personale
- datele de contact
- solicitarile care asteapta confirmare
- solicitarile in curs
- solicitarile finalizate
- si evaluarea
- Aici vor aparea • caracterizarea dvs

## Cum sa...

Odata deschisa solicitarea aveti la dispozitie mai multe detalii legate de aceasta...

Data la care a fost facuta

Data la care utilizatorul va avea nevoie de respectiva solicitare

Continutul propriu-zis al solicitarii

Numele utilizatorului care a facut solicitarea

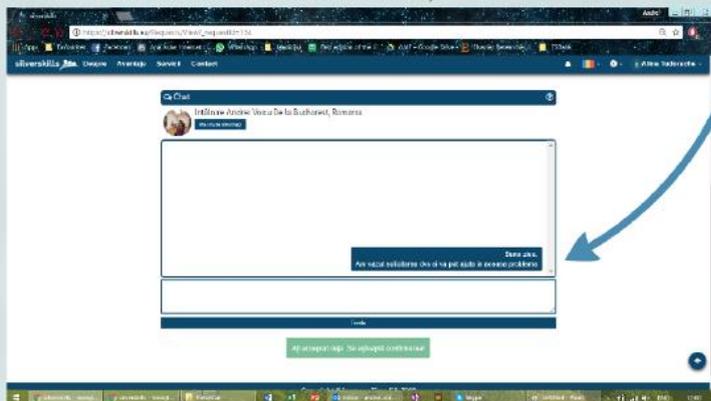
si locatia

In cazul in care considerati ca puteti raspunde si ajuta la solutionarea acesteia, apasati butonul "Accept"...

daca nu, pe cel "Refuza"

## Cum sa...

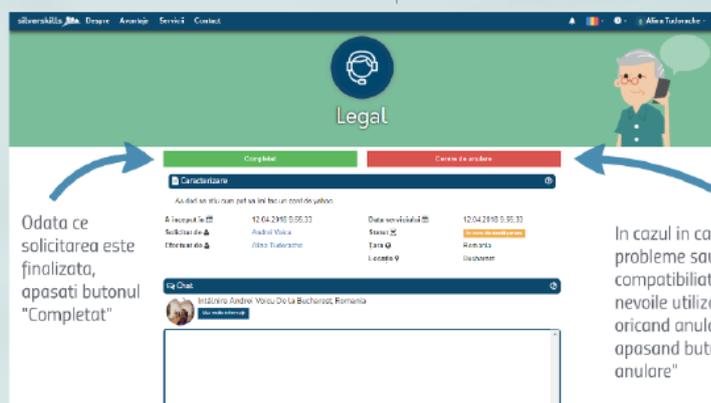
Odata acceptata solicitarea, se va deschide o astfel de fereastra unde ii puteti scrie utilizatorului diverse mesaje



Utilizatorul, la randul sau, poate accepta sau refuza informatiile oferite de dvs

## Cum sa...

Daca utilizatorul accepta propunerea dvs, veti putea comunica mai departe si duce solicitarea la bun sfarsit.



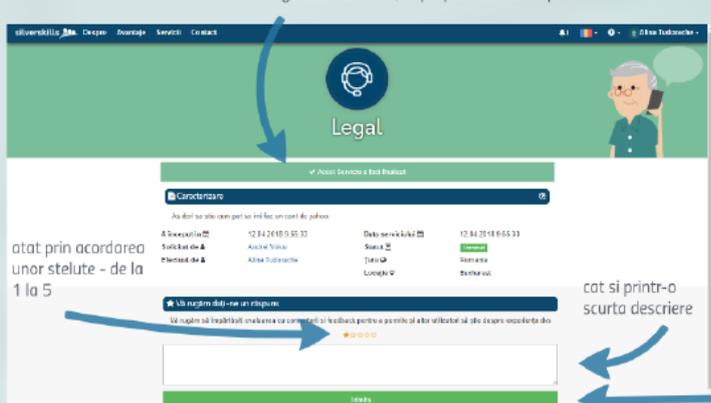
Odata ce solicitarea este finalizata, apasati butonul "Completat"

Fereastra va arata precum aceasta

In cazul in care apar diverse probleme sau nu se dovedeste o compatibilitate intre dvs si nevoile utilizatorului puteti oricand anula solicitarea apasand butonul "Cerere de anulare"

## Cum sa...

Daca veti solutiona cererea utilizatorului, dupa apasarea butonului "Completat" (vezi imaginea anterioara) in profilul cererii va aparea mentionat acest lucru...



atat prin acordarea unor stelute - de la 1 la 5

si veti fi rugat sa acordati feedback (recenzie)

cat si printr-o scurta descriere

In final, apasati butonul "Trimite" pentru acordarea feedback-ului

## 6. Presentation for Users

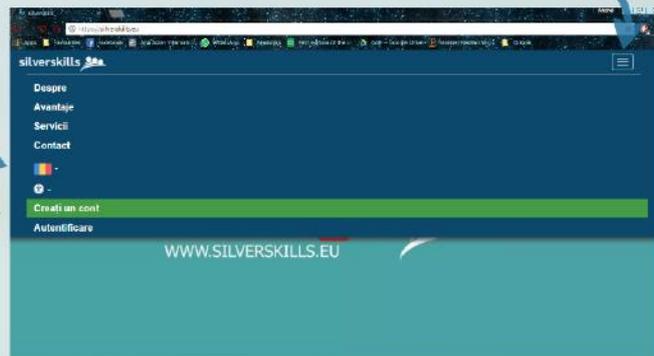


### Cum sa...

Apasand butonul "menu" pagina va afisa mai multe optiuni

Puteti comuta intre limba Engleza si Romana

Apasati butonul "Creati un cont" pentru a va inregistra



### How To

In aceasta pagina va trebui sa va inregistrati ca utilizator (optiunea din partea stanga)



Asa va arata profilul unui utilizator.

## How To

Mai departe, puteti deschide o cerere fie din butonul situat pe bara superioara...  
...fie direct din profilul de utilizator

Odata deschisa fereastra unei noi cereri (request) selectati presupusa data cand veti avea nevoie de respectivul serviciu

## How To

Faceti o nouă solicitare

apoi selectati locatia

## How To

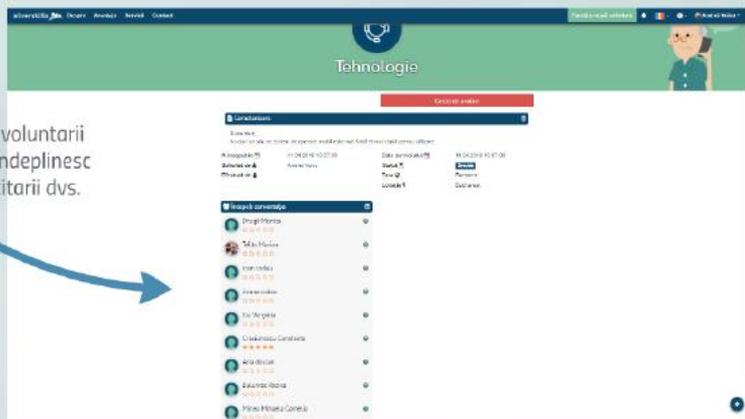
si tipul serviciului  
• turism  
• consultanta  
• pet sitting

dupa care finalizati cererea

## How To

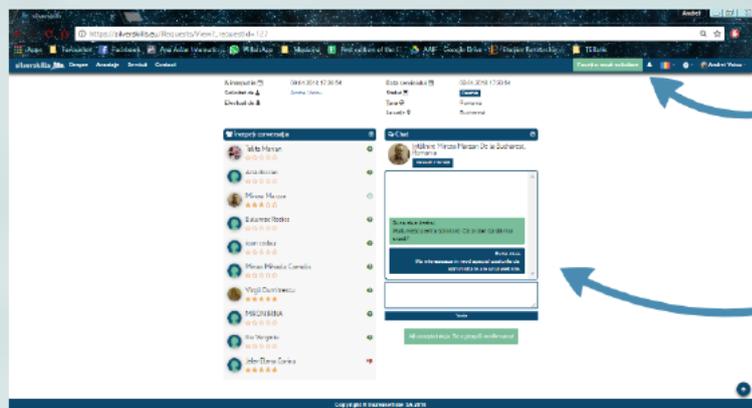
Odata deschisa cererea aceasta poate fi vizualizata in pagina profilul si va arata astfel.

Acestia sunt voluntarii seniori care indeplinesc criteriile solicitarii dvs.



## How To

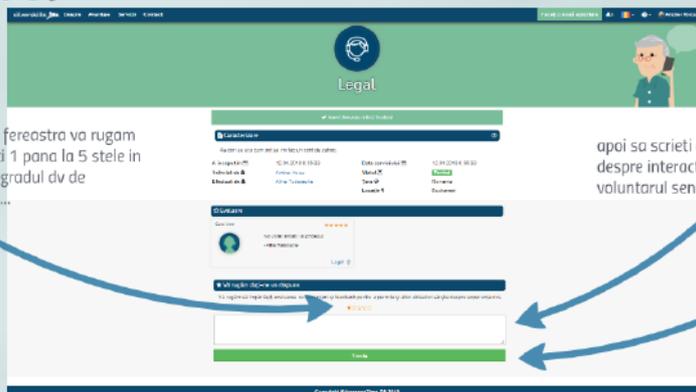
Odata acceptata cererea dvs veti primi o notificare in acest sens, notificarea poate fi vizualizata apasand pe butonul in forma de "clopotel"



Fereastra de chat va arata felul urmato

## How To

In aceasta fereastra va rugam sa acordati 1 pana la 5 stele in functie de gradul dv de satisfactie...

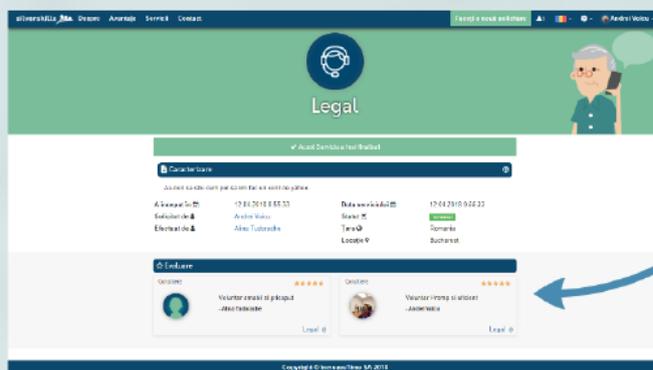


apoi sa scrieti cateva cuvinte despre interactiunea dvs cu voluntarul senior...

Dupa care sa apasati butonul "Trimite"

## How To

Pentru a putea vizualiza ambele tipuri de feedback va trebui sa va accesati din nou profilul (conform pasilor mentionati anterior), dupa care sa deschideti solicitarea



Stelutele si comentariile vor aparea astfel

## 7. Feedback Form

In order to facilitate the feedback process, we uploaded the feedback form and made it editable online so that the users can share their experience on the platform.

### Formular Feedback

Exista mai multe foi de calcul (sheets), in functie de categoriile unde pot aparea probleme

- inregistrare
- profil
- serviciu
- solicitare
- chat
- notificari
- traduceri
- altele

### Formular Feedback

La sectiunea Priority (prioritate) va trebui sa alegeți, in functie de gravitatea problemei, dintre urmatoarele

- Very High (foarte important)
- High (important)
- Low (mai puțin important)

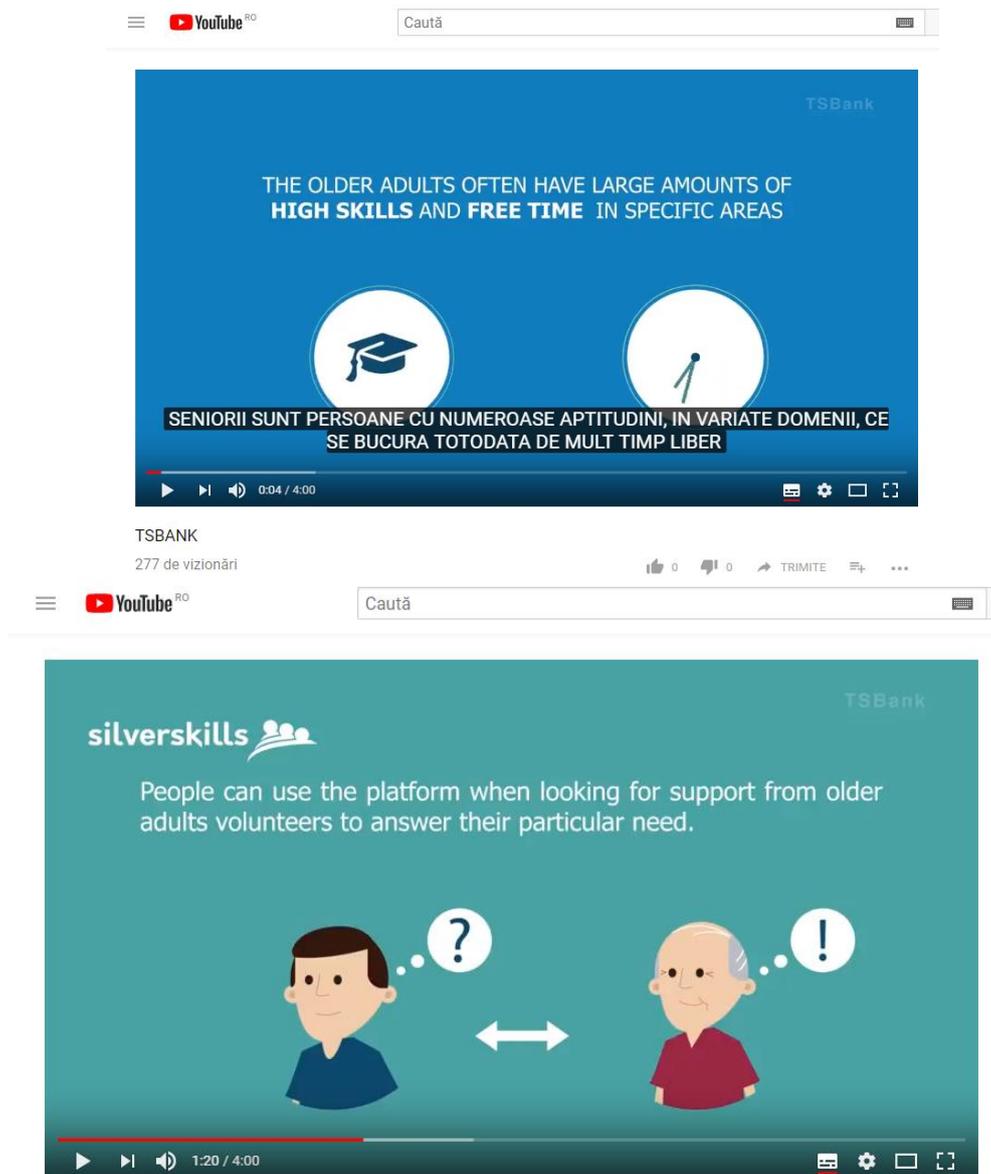
### Formular Feedback

La sectiunea Type (tipul problemei) va trebui sa scrieti in campul respectiv, in functie de tipul acesteia

- Bug (eroare)
- Improvement (imbunatatire)

## 8. Video

An introductory video used both for project's promotion but also for the initial explanatory session of the project was developed by iTime and translated (sub titrated) both in Italian and Romanian.



Each senior volunteer participating in the testing sessions was provided with an informed consent, together with a letter describing their role and expected contribution to the testing's.

## 9. Informed Consent

Organized by .....

Within the project

“Time and Skill Bank for Active Aging – .....”Project No. AAL-2015-099”

The present study aims to evaluate how the platform developed by this project, entitled silverskills, can support the active senior’s preferences regarding the use of their time and skills

The study will be conducted by ..... specialists, within the project “Time and Skill Bank for Active Aging – .....”, financed through AAL 2015 programme.

Your involvement in the study will consist in participating in the pilot – where you will test how the online platform works, then and then you will provide us with very useful feedback by filling in few questionnaires.

The pilot will be conducted by ....., representative of the company .....

Your participation is voluntary and you can drop out at any time. The presentation of the study will last about 40 minutes during which you will see a description of the project, you will be instructed on how the system operates, you will briefly test it by yourselves and you will fill in a questionnaire with your first impressions.

The information you will share with us if you participate in this study will be kept completely confidential to the full extent of the law, according to the Romanian / Swiss legislation. All the collected data will be processed and stored in strict confidentiality and your identity will never be revealed.

If you have any questions about this study, please contact [NAMES OF PIS, PHONE NUMBERS AND EMAIL ADDRESSES].

Your signature on this consent form indicates your agreement to participate in this study.

You will be given a copy of this form to keep, whether you agree to participate or not.

The second signed consent form will be kept by the researcher.

Thank you very much!

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 10. Descriptive letter of roles and volunteer's contribution to the testing



### **What are the aims of the TSBank project?**

TSBank is a multinational and multidisciplinary project funded by the AAL Joint Program of The European Commission that aims to give the senior persons a possibility to use their time and skills in a way that is beneficial to the society, enabling them to remain active and feel appreciated, which will greatly contribute to their well-being and reduce their dependency on the care giving infrastructure.

For doing that, the project's medico-social and technical researchers will create a modern technology-based online platform, entitled ***silverskills***, that will allow the elderly to volunteer their skills and time to perform work on a set of areas. People looking for support can then consult the platform for volunteer elderly that match the sought needs, and the platform puts both parties in contact.

### **What would be your role and contribution expected in the TSBank project?**

You will voluntarily participate in all the activities of the project for which your opinions and recommendations as end-user are highly needed for detecting your needs, opinions and preferences for the services to be created and offered by the silverskills platform, thus contributing to the progressive improvement of the prototype, as well as to its testing and validation at your own home.

The investigators of the ... ANA / SUPSI ... project team will explain your role in each working session, and how to use the ***silverskills*** platform components, or the documents used for collecting your opinions and suggestions about platform's usability and usefulness.

You will receive individual training at home two times during the testing period for creation of a Gmail account and for the use of the platform. Also it will be demonstrated to you how to do the collection of the feedback of usability in an autonomous way.

It is desired that you access the platform once per day (in the 1<sup>st</sup> pilot) / four times a week (during the 2<sup>nd</sup> pilot). You will be asked to fill in at certain intervals the questionnaires provided to you for helping us with your feedback. Also, you will be

contacted for short interviews, which will also help us improve the platform's performance.

***Please note that any testing session during the project running doesn't mean at all that your capacities or skills will be tested, but only the functioning of the prototype and the usability and usefulness of the services it will provide.***

## **How many people will take part in the study?**

About ... voluntary end-users are expected to take part in this study in ...Romania / Swiss.... All these end-users will be involved in the project's activities by the ... ANA's/SUPSI's network, in Bucharest / ....

## **Are there benefits for you to take part as voluntary end-user in the project?**

Your contribution to this study will be for research purposes only.

According to the AAL projects financial provisions, you will not be paid for participating in this study.

You should not expect to widely and definitely improve your state as a result of participating in this project and using the services it creates.

However, by participating in this project you will get new information about you and, about the newly created, vanguard virtual methods that may help you improve your quality of life, by remaining active.

Also, your involvement into a multinational research project aiming at improving the quality of life of seniors at their own home may be a moral reward for you.