

DIT-Technology Cookbook:

A guide for families to set up
a remote-access tablet for a
resident in long-term care



kite



For more information about this tool or the Dementia Isolation Toolkit project, visit dementiaisolationtoolkit.com



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INTRODUCTION:

What is **DIT-Technology**?

The **Dementia Isolation Toolkit** project has been created to support residents of long-term care during periods of isolation. A key aspect of the DIT is to provide recreation and social connection to residents of long-term care homes (LTCH) who are isolated. Families can connect with their relatives in LTCH using tablets - we call this part of the project DIT-Tech. The following case study illustrates the use of the **DIT-Tech**.

Use Case

For 3 days, Rhoda has been isolated for 3 days in her room after contact with a staff member who was positive for COVID-19. Rhoda is getting anxious and frustrated, and often forgets she is meant to stay in her room. She has a Person-Centred Isolation Care Plan, which states that Rhoda enjoys church services and singing hymns. She cannot participate in these activities while she is isolated.

Her nephew has purchased a tablet for Rhoda, which the LTCH staff have set up by her bed. Rhoda does not know how to use the tablet by herself and the staff do not have time to help her. Using the DIT-Tech cookbook, her nephew has set up the tablet so that he can call her directly. After lunch he videocalls Rhoda to see how she is. At first, she is confused about where his voice is coming from. Once she sees him on the screen they enjoy the video call.

Rhoda's nephew asks her about what she is doing that afternoon. She says she will be going to church. Her nephew is able to remotely start YouTube on her tablet and find a church service. He explains that she needs to attend from her room, and Rhoda settles down to watch.

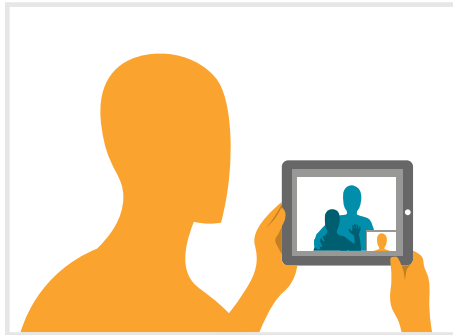


Later that afternoon, Rhoda's nephew connects again to the tablet and asks if she would like to listen to some music. He is able to start a hymn playlist in Spotify and listens as she starts to sing along. Rhoda's nephew shares the remote-control details with his sister. In the evening, Rhoda's niece videocalls to ask if she would like to watch a movie. She finds a black-and-white movie on YouTube and starts playing it on Rhoda's tablet.

We have developed DIT-Tech to support two main goals:

- 1 CONNECTION:** Allowing families and friends to connect directly with the resident in the room without the need to schedule virtual visits.
- 2 RECREATION:** Allowing family members to remotely deliver activities and stimulation remotely.

CONNECTION:

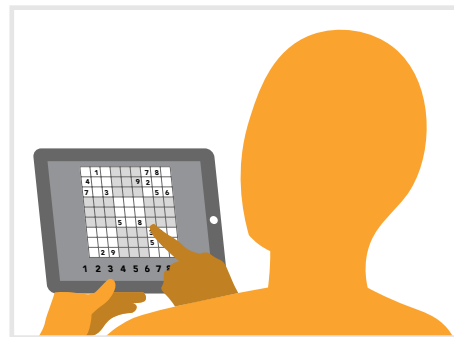


RECREATION:

A) Remote



B) Independent



How it works

DIT-Tech is actually very simple. The resident has a tablet with specific applications installed. Family members use a home computer or tablet or phone to connect with their relative in LTCH.

We have tested the DIT-Tech in LTCH. This “cookbook” is for families who want to set up a tablet for their relatives in LTCH. You will find the “ingredients” you need and simple instructions to set up the DIT-Tech. This includes the type of tablet and three core apps you need. With the DIT-Tech you will be able to videocall your relative. You can also remotely control their tablet to play music, films and games. In this cookbook we also explain the privacy and security terms of the DIT-Tech system.

INGREDIENTS:

System Requirements

This is what you will need to set-up and use the DIT-Tech system.

HARDWARE FOR RESIDENTS

- ✓ An **Android tablet** connected to the internet. We developed and tested the DIT-Tech using an Android tablet. You may be able to use another similar tablet but we can only provide detailed instructions for Android devices. In particular we recommend a Samsung tablet, preferably 2016 or newer. Older devices may not be suitable for the apps you are going to use. The tablet needs to be running at least Android OS 4.0
- ✓ **Internet connection in LTCH.** If the LTCH does not have internet in resident's rooms, you will need to purchase a data plan from a cellular company. This will give you a SIM card (4G) for the tablet to connect to the internet.
- ✓ A **protective case or mount.**



HARDWARE FOR FAMILY MEMBERS

- ✓ An **internet connected device.** This can be a desktop computer, phone or tablet.

SOFTWARE:

DIT-Tech only uses free applications that you can download from the Google Play Store. We have tested three apps for connecting with and remotely controlling a resident's tablet. You will find instructions on how to install and set up the applications in the following pages.

- **Skype:** Two-way video and audio communication
- **TeamViewer:** remote control and access
- **Find My Device:** tablet location tracking and security

SYSTEM OVERVIEW:

System Roles

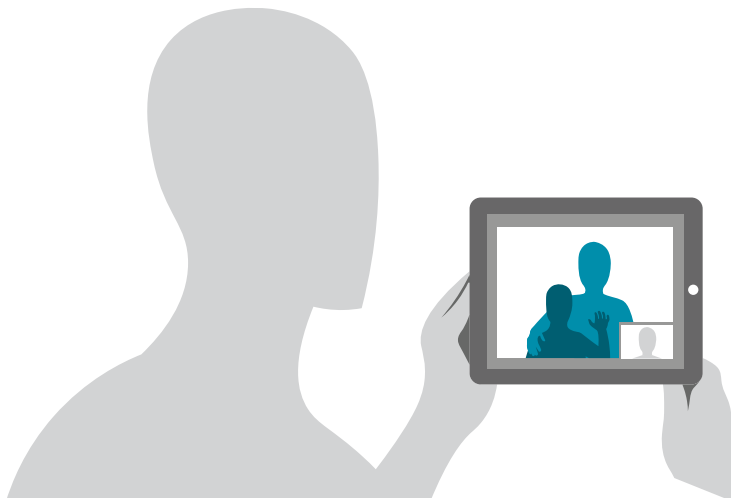
The system consists of two roles:



- 1 Family Member:** This person will be able to communicate with the resident through any web connected device (desktop computer or phone/tablet). The family member has the ability to control, access, and communicate with the resident tablet in the system. Family member can also initiate a two way-video call via Skype to engage and communicate with the resident.



- 2 Residents:** Residents will be given a tablet with special apps installed that will allow the tablet to be remotely controlled and accessed by the family member. The resident tablet will also be able to initiate a two-way video call via Skype to communicate and engage with family members.



SECTION 1:

System Accounts Set-up

GETTING STARTED

The first step is to set up the three required apps on the device the family is going to use.

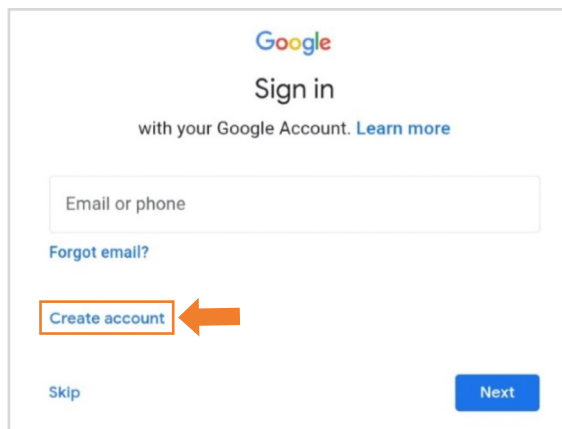
1.1 Creating a Google Account

To set up the DIT-Tech on your tablet, you will need a **Google account**. If you already have a Google account, you can use that if you wish. Otherwise, you can set up a new account for the DIT-Tech using the instructions below.

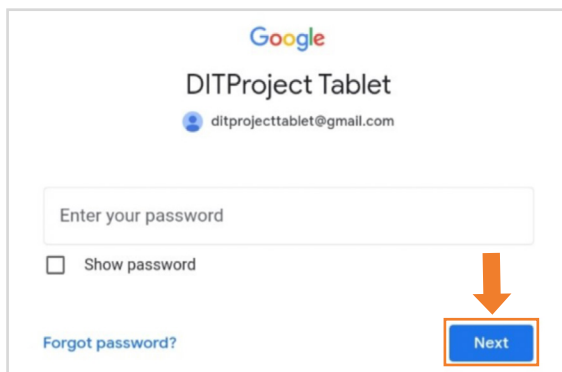
If you do not have a Google account, follow the instructions below to set one up. You need a Google account to download apps from the Google play store. You also need a Google account to use Google: Find My Device services. You will use this Google account to remotely log into your relative's tablet to manage the account and device.

HOW TO CREATE A NEW GOOGLE ACCOUNT

- 1 Go to the [Google account Sign In page](#).

A screenshot of the Google Sign in page. At the top is the Google logo, followed by 'Sign in' and 'with your Google Account. [Learn more](#)'. Below this is a text input field labeled 'Email or phone'. Underneath the field is a link 'Forgot email?'. To the left of the 'Next' button is a link 'Create account' which is highlighted with an orange box and an orange arrow pointing to it from the right. At the bottom left is a 'Skip' link, and at the bottom right is a blue 'Next' button.

- 2 Click on '**Create account**'.
- 3 Enter your name.
- 4 In the **username field**, enter a username.
- 5 Enter and confirm your **password**.
- 6 Click '**Next**'. Optionally: add and verify a phone number for your account.

A screenshot of the account creation page for 'DITProject Tablet'. At the top is the Google logo, followed by 'DITProject Tablet' and a profile icon with the email 'ditprojecttablet@gmail.com'. Below this is a text input field labeled 'Enter your password'. Underneath the field is a checkbox labeled 'Show password'. To the left of the 'Next' button is a link 'Forgot password?'. At the bottom right is a blue 'Next' button which is highlighted with an orange box and an orange arrow pointing to it from above.

- 7 Click '**Next**'.

HOW TO USE AN EXISTING EMAIL ADDRESS TO CREATE A GOOGLE ACCOUNT

- 1 Go to the [Google account Sign In page](#).
- 2 Click 'Create account'.
- 3 Enter your name.
- 4 Click 'Use my current email address instead'.
- 5 Enter your current email address.
- 6 Click 'Next'.
- 7 Verify your email address with the code sent to your existing email.
- 8 Click 'Verify'.

If you need more assistance with setting up the google account, visit <https://support.google.com/accounts/answer/27441?hl=en>

1.2 Setting up a **TeamViewer Account**

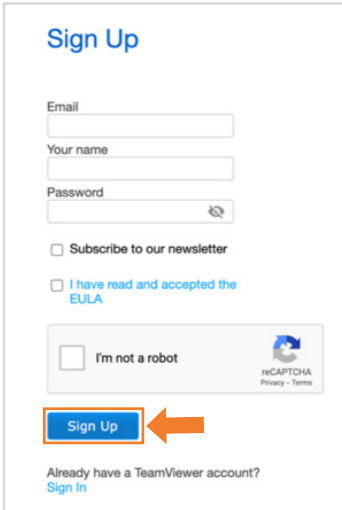
TeamViewer is an app that lets you connect remotely and take control of the resident tablet. You can use this to select activities for your relative such as music, photographs, movies or games. You can also use TeamViewer to assist your relative if they are having difficulty using the tablet by themselves.

The instructions provided below are for desktop version of this application. However, sign-up and set up processes are very similar to mobile applications as well.

Instructions on how to download TeamViewer for desktop computer or mobile device can be found here: <https://www.teamviewer.com/en-us/download/>

HOW TO SET UP A TEAMVIEWER ACCOUNT

- 1 Once you have downloaded TeamViewer on your desktop, open a browser and go to: <https://login.teamviewer.com/LogOn#register>
- 2 You will be greeted with the screen on the right. Enter your email (you can use the Google email you created above), name and password. You will start off with a free trial for personal use.
- 3 Click 'Sign Up'.



The screenshot shows the 'Sign Up' page for TeamViewer. It includes input fields for 'Email', 'Your name', and 'Password'. Below these are checkboxes for 'Subscribe to our newsletter' and 'I have read and accepted the EULA'. A reCAPTCHA box with the text 'I'm not a robot' is also present. At the bottom, there is a blue 'Sign Up' button highlighted with an orange arrow, and a link for 'Already have a TeamViewer account? Sign In'.

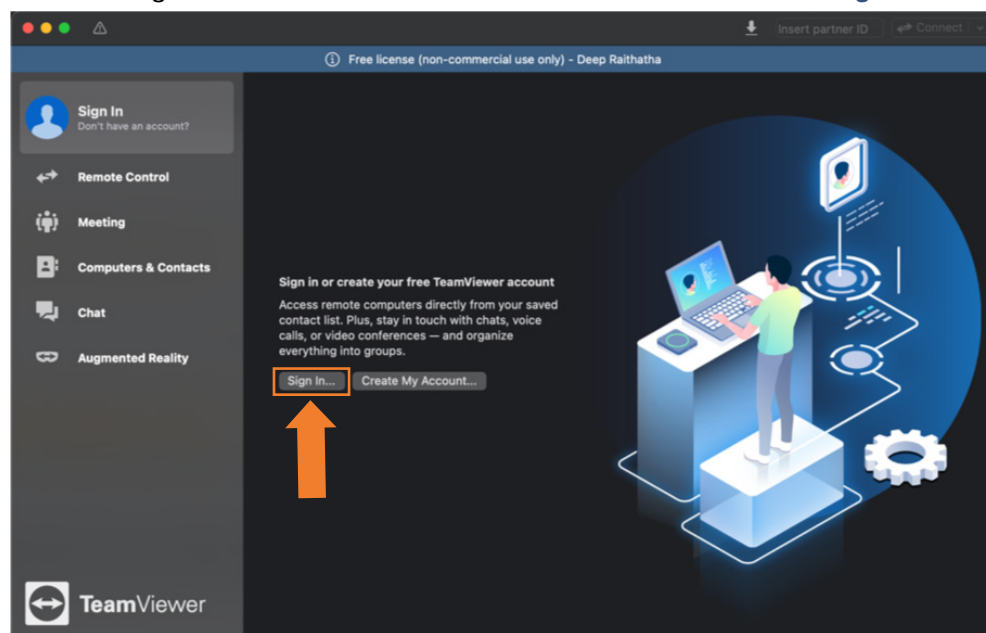
- 4 TeamViewer will prompt and send an email verification to the email you provided to confirm the account creation. **Note down the email and password used to create the account.**

- 5 Open the email and confirm the account by **clicking on the link** to confirm.

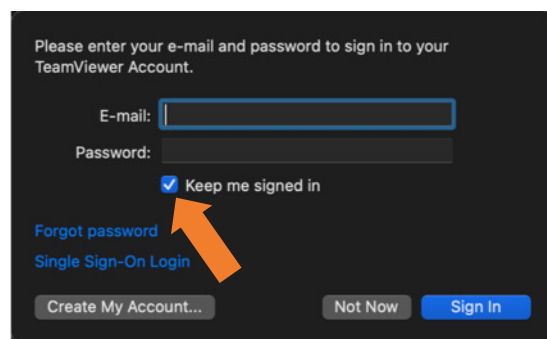
Now that you have signed up for an account, follow the steps below in the desktop application.

HOW TO SIGN IN TO TEAMVIEWER ON YOUR DESKTOP

- 1 Open Teamviewer's desktop application.
- 2 You will be greeted with a screen similar to the one below. Click on 'Sign in'.



- 3 Enter the account email and password you created earlier. Then check 'Keep me signed in'.



1.3 Setup a family member **Skype Account**

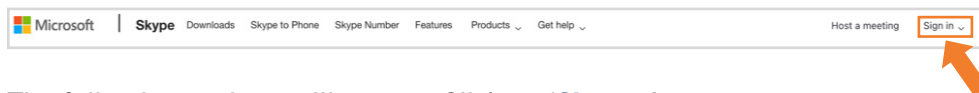
Family members will be able to video call residents using **Skype**. You will need to create a Skype account for your family member on their tablet and one for you (unless you already have one). You can then add each other as contacts in Skype

The instructions provided below are for desktop version of this application. However, sign-up and set up processes are very similar to mobile applications as well. If you already have a Skype account, you can skip this step on continue to setting up the resident tablet.

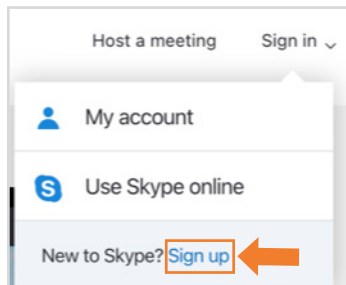
Instructions on how to download Skype for desktop computer or mobile device can be found here: <https://www.skype.com/en/get-skype/>

SETTING UP SKYPE FOR DESKTOP

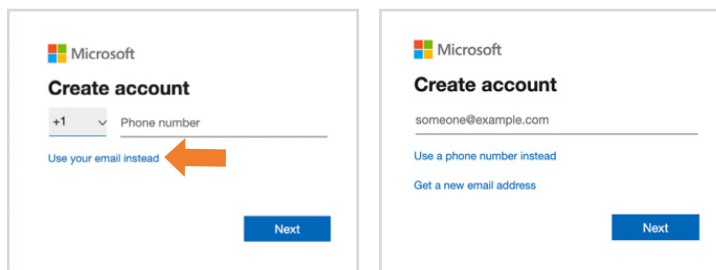
- 1 Open a web browser and go to <https://www.skype.com/en/>
- 2 Click on the 'Sign in' dropdown menu.



- 3 The following options will appear. Click on 'Sign up'.



- 4 You will have the option to use your phone number or email to create your Skype account. You can choose either option.



- 5 Enter your phone number or your personal email address. If you don't have an email address you can make a new one with Microsoft.
- 6 You will be prompted to enter a password. Enter a strong password and note it down for future reference.

- 7 Enter your first and last name, then click '**Next**'.
 - 8 Microsoft will send a verification code to the email account or phone number you entered to create the account. Check your email or text messages and enter the code given and click '**Next**'.
 - 9 Open the Skype desktop app and login using the credentials created above.
You've now logged into Skype.
- ✓ At this point, you have created all the accounts that are required for the DIT-Tech System. The next part of the cookbook is to setup the resident tablet with the proper apps and settings.

SECTION 2:

Setting up a Resident Tablet

2.1 How to set up Resident Tablets

Once you have installed and set up the three apps on the family device you can move on to the **resident's tablet**.

If you are setting up a new factory reset tablet, please follow the instructions below. If you already have a device ready to go, please use the Google account you created in section 1.1 above (page 8) to log into the resident tablet. Instructions on how to log in using a Google account can be found [here](#).

Before we start the set up process, the tablet must be connected to an **internet source**. If you are connecting to the internet via the cellular network, you will need to buy and insert a sim card. The sim card tray is usually on the right side of the tablet. Otherwise, please determine the local network (Wi-Fi) credentials. For help with connecting your tablet to the internet, please see your tablet manufacturer technical support.

Note: Setup process varies by model and Android OS version so setup steps may vary slightly.

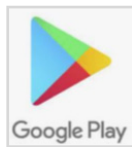
- 1** Plug in the tablet with the charger provided. Turn on the tablet by pressing and holding the top button on the right-hand side of the tablet. The first time you turn your device on, the **Welcome Screen** displays. It will guide you through the basics of setting up your device.
 - 2** Select your **language** from the drop-down menu. Then, touch the **arrow** to continue.
 - 3** Select the **network** of your choice.
 - 4** Enter the password for the network and tap '**Connect**'. If done correctly, the tablet will connect to the network. Tap '**Next**' to continue.
 - 5** Terms and Conditions will appear. Tap '**Next**' and **agree** to the 'Terms of the End User License Agreement'.
 - 6** To download apps that are necessary for this system and to use Google Internet Services you must login into a **Google Account**. Since we have already created a Google account earlier in this cookbook, we will use those account credentials:
 - a. Enter the username (email)
 - b. Enter the password
 - 7** If you agree to the 'Terms of Service and Privacy Policy', tap '**Accept**'.
 - 8** Set the date and time.
 - 9** **Skip** the step to 'Get your apps and data'. Tap '**Next**'.
 - 10** Toggle all Google services **on** then tap '**Next**'.
 - 11** **Skip** Samsung account login and back up steps. Tap '**Skip**' and '**Later**'.
- ✓ You've finished set up for the resident tablet.

2.2 How to set up **Skype Application** and account for Residents

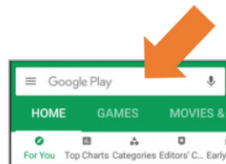
Skype will allow family members to video call residents to check in on them and allow for communication remotely. To allow for this functionality, a **Skype account** is needed for the resident. The following steps will show you how to download and install the Skype application on the resident tablet and create their Skype account.

DOWNLOADING AND INSTALLING SKYPE

- 1 Open the **Google Play Store App** on the resident tablet.



- 2 Search the Store for 'Skype'.



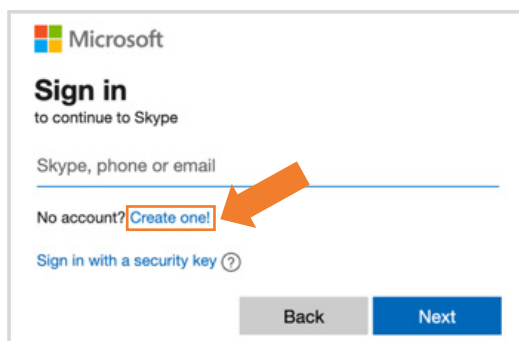
- 3 Tap on the **Skype** app icon to view further details about the app. Tap '**Install**'.



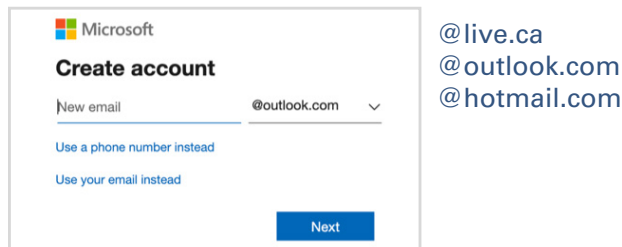
- 4 Find the newly installed app in the device app library. Upon opening the app, tap '**Let's Go**'.

CREATING A SKYPE ACCOUNT FOR A RESIDENT

- 1 You will be greeted with a login page, please tap on the option '**Use another account**'.
- 2 Tap the '**Create one!**' option to create a new Skype account:



- 3 You can enter the **email address** you would like to use, for example: “Resident First and Last Name” and choose either one of these domain endings. It does not matter which one you choose:



@live.ca
@outlook.com
@hotmail.com

- 4 Next, enter the **password** you would like to use:
- 5 Enter the **first and last name** of the resident.
- 6 Choose your **country/region** using the drop down menu.
- 7 Enter your **birthday** using the three dropdowns.
- ✓ You will now see a screen to confirm that you have finished setting up the Skype account. Note: Keep note of email address and passwords.

ADDING A FAMILY MEMBER AS A SKYPE CONTACT

Once you are logged into the resident Skype account, you can add the family member (yourself) as a Skype contact. To do this:

- 1 Open **Skype** on the resident tablet.
- 2 Tap on the **contacts** tab and tap on the ‘**add contact**’ button at the top right of the application window.
- 3 Enter the email address used to create family member Skype account in the search field and tap ‘**Add**’.

Note: You can also add other family members and friends with Skype accounts as contacts on the resident Skype account.

ENABLING NECESSARY FEATURES FOR SKYPE

Certain settings need to be enabled to use the DIT System in the right way:

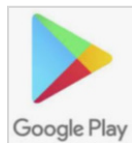
- 1 Log into the resident Skype account.
- 2 Click on the **profile icon** located in the top middle of the application window.
- 3 Tap ‘**Settings**’.

- 4 Tap on '**Calling**' and enable the following settings:
 - a) **Answer incoming calls automatically** – residents don't have to press to answer calls.
 - b) **Start my video automatically** – residents don't have to manually turn on video.
- 5 Tap on '**Privacy**' and enable the following setting:
 - a) **Only allow Skype calls from contacts to ring on this device** – prevents anyone that is not a contact from calling the resident.

2.3 How to set up **TeamViewer Host** App on Resident Tablets

The **TeamViewer Host application** is required to be installed on the resident tablet to allow family members to connect and remotely control the tablet. For example, family members can play YouTube videos, music, and online activities for the resident remotely.

- 1 Open the **Google Play Store App** on resident tablet



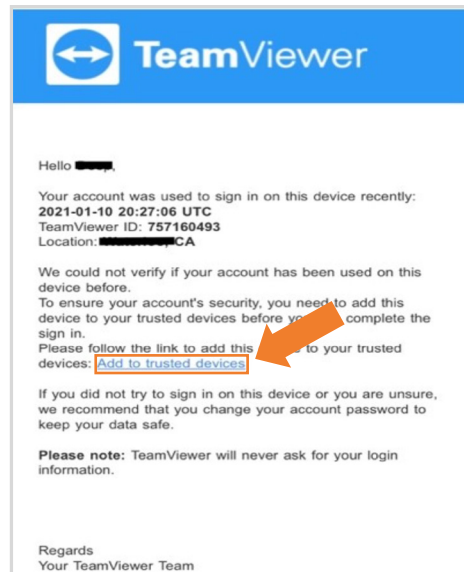
- 2 Search the Store for '**TeamViewer Host**'.



- 3 Tap the **TeamViewer Host icon** to view further details about the app. Tap '**Install**'.
- 4 Find the newly installed app in the device app library. Upon opening the app, you will be greeted with a credentials form to either '**Sign Up**' or '**Assign Device**'.
- 5 Tap on '**Assign Device**' on the top of the window. This will assign the current device to the family member TeamViewer account so they can remote control and access this device:
 - a) Enter the email and password used to create the DIT-Tech Coordinator TeamViewer account in the [1.2 How to set up DIT-Tech Coordinator Team Viewer account](#) step.
 - b) Then tap '**Assign**'.

- 6 TeamViewer will prompt the family member to add this device to the list of trusted devices. A verification email similar to the one below will be sent to the DIT-Tech Coordinator Gmail account.

- a) Open **Gmail** using the tablet or desktop browser.
- b) An email similar to the one on the right will be in your inbox:



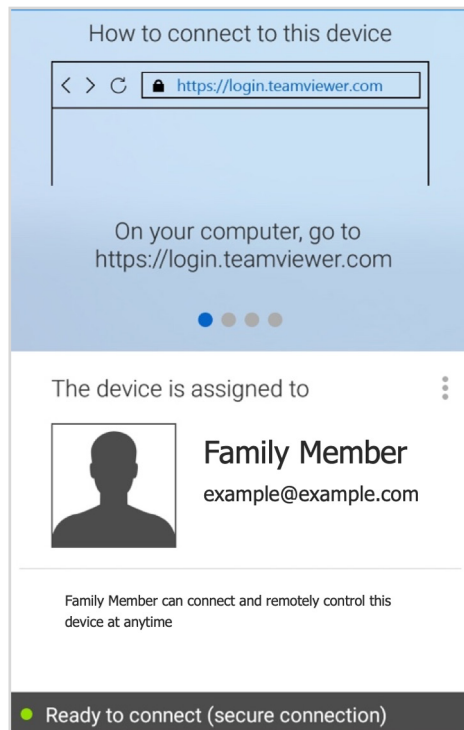
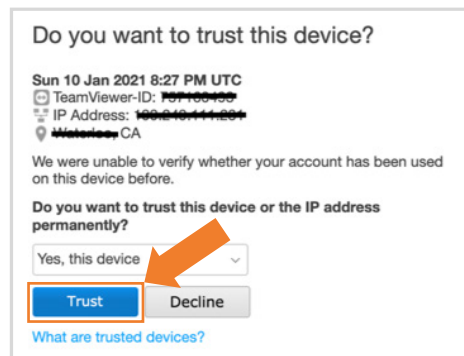
- 7 Tap on '**Add to trusted devices**'. This will redirect you to a webpage similar to the one on the right.

- 8 Tap on '**Trust**'.

- 9 Go back into the TeamViewer Host application on the resident tablet and re-enter the DIT-Tech Coordinator TeamViewer credentials to assign the device.

- 10 If you have successfully assigned this device to the family member TeamViewer account, the following window will appear.

✓ This device is now ready to be remotely accessed/controlled.



- 1 The following steps involve altering the device name on the family member's TeamViewer account, so that device is easier to distinguish.

- 2 Open the **TeamViewer** desktop app (sign in if required).

On the left panel, tap on the '**Computers & Contacts**' icon, then tap on '**My Computers**' to view the list of devices the family member will have access to. The resident device you just added in the previous steps will appear similarly like below:

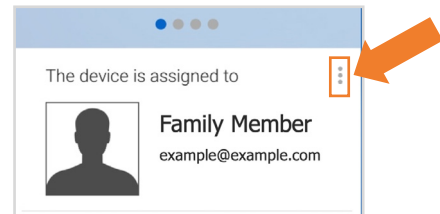


- 3 Right click on the device name and click '**Properties**'. Change the alias field to the name of the resident using the tablet.

ENABLING ECO MODE

The Android Eco Mode feature of TeamViewer will help conserve the device's battery life and mobile data (3G or LTE) when TeamViewer is active on the device.

- 1 Tap on the **three dots icon** on the resident tablet TeamViewer Host application.
- 2 Tap on '**Advanced**'.
- 3 Tap on '**Eco Mode**'. Toggle to **On**.

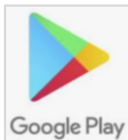


2.4 How to set up **Google: Find My Device** App on Resident Tablet

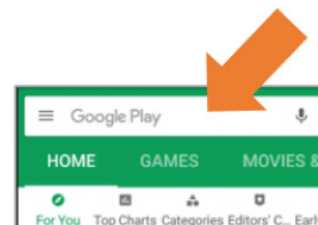
This application will help the family member manage the security and safety of the resident tablet. You will login to this app using the google account you created in the first step. This app will allow you to find, locate and secure missing/misplaced devices that use this Google account. This app will be installed on the resident tablet.

DOWNLOADING AND INSTALLING GOOGLE: FIND MY DEVICE

- 1 Open the **Google Play Store App** on the resident tablet.



- 2 Search the Store for '**Google: Find my device**' and tap '**Install**'.

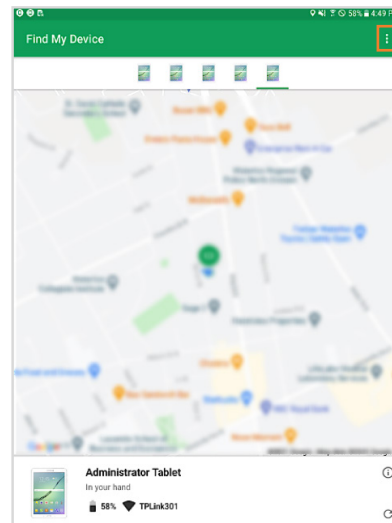


3 Once the application has been downloaded and installed, open **Google: Find My Device**.

4 Sign in using the Google account credentials. A screen similar to the one shown on the right will appear after you have successfully logged into the application.

5 Depending on the tablet you are using, you can edit the name of the current tablet to make it easier to distinguish. To rename the device, tap on the **three dots icon** at the top right of the application window.

6 You can now set your name as the device name.



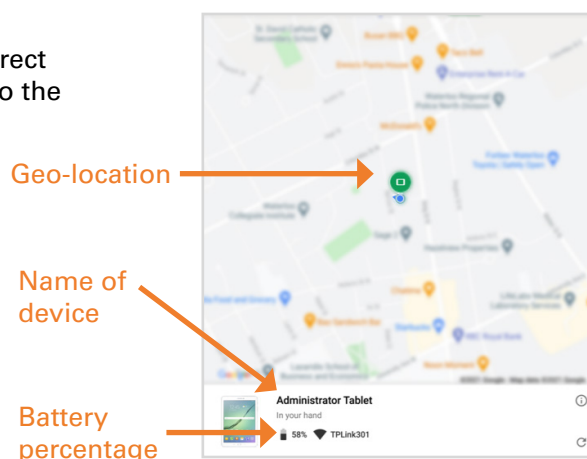
How to use **Google: Find My Device** (Web App)

These instructions will help you to access, locate and lock the resident tablet in the event that they are lost, misplaced or stolen. Google: Find My Device service can be accessed from the app or a web version. The steps below are for accessing the device using the **web version**. Instructions on how to download and set up this app can be found in the step above.

1 Open your **internet browser** and enter the following URL:
<https://www.google.com/android/find>

2 Enter the google account email that the resident device is set up under. For Google account email and password, please refer to [Creating a Google Account step](#).

3 Once you have entered the correct credentials, a window similar to the one on the right will appear.



- 4 You can edit the name and change it to the name of the resident using the device.

In the event that the resident device is **misplaced** or **stolen**:

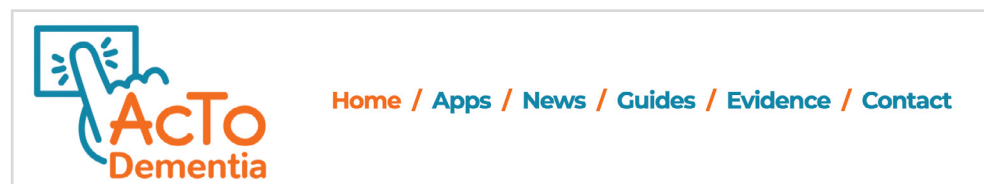
- 1 Go to the URL: <https://www.google.com/android/find>
 - a. You will have the option to:
 - i. **Play Sound**: broadcast a loud ringtone on the missing device.
 - ii. **Secure Device**: set a password to lock the missing device.
 - iii. **Erase Device**: factory reset the missing device, this will delete all data and applications on the device.

2.5 How to Download additional **apps and games** for the Resident Tablet

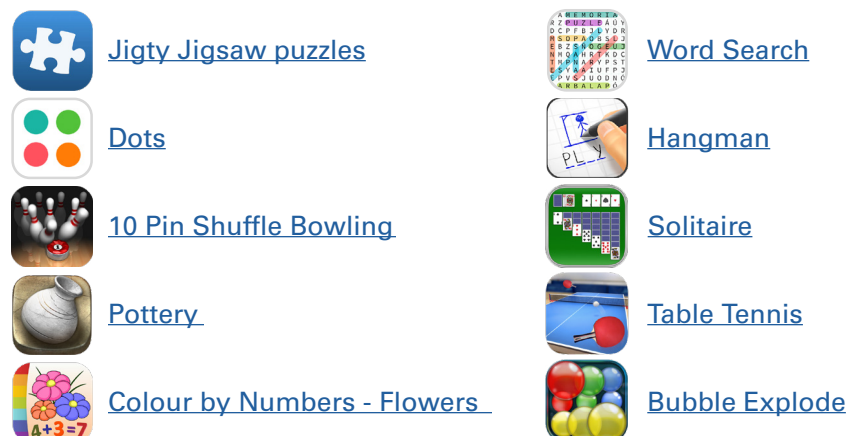
AcTo DEMENTIA GAMES

AcTo Dementia provides recommendations and guidance on accessible touchscreen apps for people living with dementia. The apps on this [website](#) are recommended to be installed on the resident tablet to keep them engaged and active through periods of isolation. Below are the steps on how to download AcTo apps:

- 1 Open the **internet app** and go to: <https://www.actodementia.com/>
- 2 You will be greeted with the homepage; you should see a **navigation menu** on the top like the one below:



- 3 Tap on '**Apps**'.
AcTo recommends a variety of accessible touchscreen apps including:



- 4 Browse the apps and games, and choose one to download to the tablet. Tap on the **name of app**. This will redirect you to the app information page.
- 5 If you would like to download and install the application, scroll down to '**Get it on Google Play**'.
- 6 You will be redirected to the **Google Play Store app**. Tap **Install** on the app. Once completed, the app will be installed and located in the app library.
 - a. Note: It is recommended that any apps you download for residents are placed in the **home page** for direct and easy access



Note: AcTo Dementia Games have audio, visual and language accessibility settings that can be configured inside the app. For more information visit: <https://www.actodementia.com/app-reviews>.



SPOTIFY

Spotify is a digital music service that gives you access to millions of songs and podcasts. This is a subscription free service with the option to buy and upgrade to listen ad-free. Spotify contains **music**, **podcasts**, and **audiobooks** from a variety of sources to cater to preferences.

Find out more about subscription options here:
https://support.spotify.com/us/account_payment_help/subscription_options/

To download Spotify:

- 1 Open the **Google Play Store** application.
- 2 In the Search field type '**Spotify**'.
- 3 Tap '**Install**'.



GOOGLE TRANSLATE

This tool can be used to communicate with residents who do not speak English. This is a free app provided by Google LLC. Translate from English to 108 languages and vice versa through text or speech.

To download Google Translate:

- 1 Open the **Google Play Store** application.
- 2 In the Search field type '**Google Translate**'.
- 3 Tap '**Install**'.



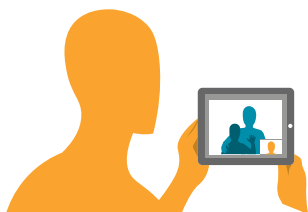
YOUTUBE

This tool can be used to deliver **video** and **audio** content to residents based on their preferences. This is a free app provided by Google LLC. Usually, the android tablets you will be using for this system will come preloaded with YouTube, if not, follow the instructions below.

- 1 Open the **Google Play Store** application.
- 2 In the Search field type: '**YouTube**'.
- 3 Tap '**Install**'.

Note: Feel free to download any additional applications that support and aid residents during their isolation period.


- ✓ At this point, you have setup the DIT Tech System. The next section will guide you on how to video call and remotely connect to resident tablet.

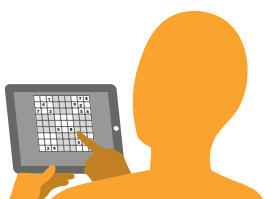


Connection: How to video call a Resident

To ensure that the tablet is not used to monitor LTC residents or staff without their knowledge, it is important that during video calls with residents, family members have their video on at all times and make everyone in the room aware of their presence on the call.


Here is how to make a Skype video call:

- 1 Open the **Skype** application on your computer. Sign-in if required.
- 2 Tap the **contacts tab** in the Skype application.
- 3 Tap on the resident contact you would like to video call. If you do not have the resident added as a contact, please refer back to [section 2.2](#).
- 4 Tap on the **video call icon**  on the top right of the contact details window to call the resident.



Recreation: How to Remotely Control Resident Tablet

These instructions explain the steps to remotely control resident tablet through TeamViewer application on the family computer or mobile device. This will allow the family member to open applications, deliver activities and other content such as music or videos for the resident.

- 1 Open the **TeamViewer** application on your computer. Sign-in if required.
- 2 Click on the '**Computers & Contacts**' button located on the left-hand side of the application window.
- 3 A device(s) list will appear containing the resident tablet device that you added in an earlier step.
- 4 Click on the **dual arrow icon**  beside the resident tablet to start a remote connection.
- 5 TeamViewer will contact the resident tablet and set up a remote connection. Once the connection is initialized, a window will appear in the application showing you the screen of the resident tablet. You will be able to view, control and access all components of the tablet as if you were there in the room with it. To disconnect, exit the window using the button on the top right.

PRIVACY AND SECURITY

Information and Applications



DIT-Tech involves an Android tablet with preloaded mobile applications to help families connect with residents in long-term care (LTC) homes. The tablet are the property of the family member and resident.

Below is some information about the privacy and security features of the system and associated applications that are important to understand in making a decision about whether you want to use this technology.

CONFIDENTIAL INFORMATION

- All of the applications that are used to transmit data on the tablet, such as Skype and TeamViewer, send information fully encrypted end-to-end.
- The tablet is not designed to be used to store or collect any personal health information about residents. They are solely intended to be used for to support residents' leisure interests and/or their communication with family members.
- To use the tablet for making audio or video calls, it is necessary to create a Skype account. During this process, Microsoft will ask for a date of birth, first and last name and country of residence of the person creating the account. This information is required by Microsoft to create a Skype account and this information is encrypted and protected by Microsoft.

USAGE TRACKING

Certain applications on the resident tablet device will track the use of the application. For example, when you use YouTube, it collects usage statistics which it uses to recommend videos and other content based on viewing history.

AUDIO AND VIDEO INFORMATION

The tablet can be used to make audio and video calls using Skype. However, the tablet will not record any audio and video communication. Skype encrypts all incoming and outgoing audio and video data meaning no one else can maliciously record or tap into any conversation happening through audio and video.

RESIDENT AND STAFF PRIVACY

This system allows the family member to auto connect to the tablet. As such, it is possible you may call at a time when a staff member, visitor, or another resident is in the room. To help address privacy risks, we suggest that you post a notice on the resident's door that video calls may be taking place (provided in Appendix A). You should also always keep your video on when connected and announce your presence to anyone in the room. We provide instructions below on how to set up the tablet to avoid calls at times of the day when the resident may be sleeping or receiving care.

Privacy Policies

For your information, you will find below a list of applications that will make up the DIT Technology and their respective privacy policies:



TeamViewer: Remote Control (<https://www.teamviewer.com/en-us/privacy-policy/>)



Skype: Audio and Video Communication (<https://www.skype.com/en/legal/>)

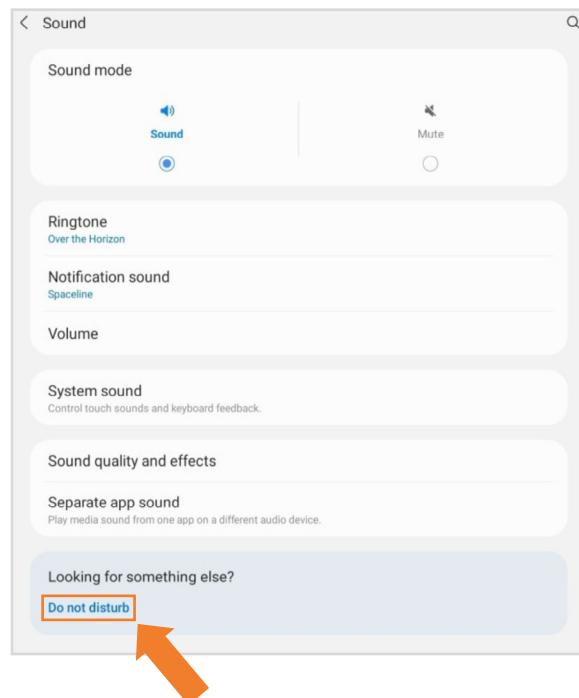


Find My Device: Device Tracking and Location (<https://policies.google.com/privacy>)

Enabling **Do not Disturb mode** for scheduled care times or sleep schedules

To prevent unwanted video calls during scheduled care times or sleep times, Android OS has a built-in function that allows you to put the tablet on **scheduled Do Not Disturb mode**. Below are the instructions on how to activate and set up this feature.

- 1 Go to '**Settings**' in the resident tablet.
- 2 Tap on '**Sound**'.
- 3 Tap on '**Do not disturb**'.



- 4 Select the days, start time and end time. Tap the letters representing each day to add a do not disturb time for that day of the week. Click on start and end times to set specific do not disturb times for each day of the week selected.

The screenshot shows the 'Schedule' screen for configuring Do Not Disturb. At the top is a back arrow and the title 'Schedule'. Below is a 'Name' input field. Under 'Every day', there are seven circular buttons labeled S, M, T, W, T, F, and S, representing the days of the week. Below these are 'Start time' and 'End time' fields. The 'Start time' field shows '10:00 p.m.' and the 'End time' field shows '7:00 a.m. next day'.

- 5 Set 'Allow exceptions' to 'Alarms Only' (Alarms need be allowed since they are used for Find My Device services in the case that devices are misplaced or lost). Toggle the alarms option to the right to allow exceptions to alarms.

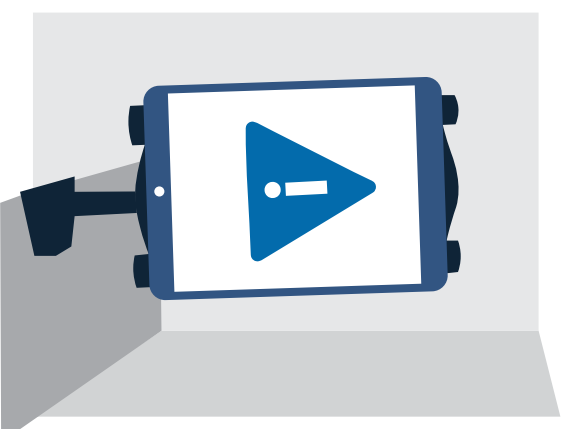
The screenshot shows the 'Alarms and sounds' settings screen. At the top is a back arrow and the title 'Alarms and sounds'. Below is a list of settings with toggle switches on the right. The 'Alarms' toggle is turned on (blue) and is highlighted by an orange arrow. The other toggles are turned off (grey): 'Media sound', 'Touch sounds', 'Calendar events', and 'Reminders'.

APPENDIX A:

Additional Resources

NOTICE

**During personal care,
please rotate the tablet
towards the wall to
ensure privacy.**



CONTACT US

Feedback:

We are very interested in your feedback on this project!

Please contact us with your experiences at: **437-703-7348** (Toronto number) or by email: shamayal.syed@mail.utoronto.ca.

Problems/Questions:

Technical problems or questions?

You can also contact us at: **437-703-7348** (Toronto number) or by email: deep.raithatha@uhn.ca.

We would be happy to help!