

# Interhab Technology Training 3: Technology Coaching:

How to Support Technology Use for People with Disabilities



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# Overview

- Review of Weeks 1 & 2
  - Standard Technology vs. Assistive Technology
  - Accessibility Settings Exploration Discussion
  - When do you know a client needs more support?
- Building Tech Literacy - What is Tech Literacy?
  - Coach
    - Partner with the client
    - Introduce technology
    - Support ongoing use and build confidence
  - Customize
    - Choose meaningful technology
    - Make adjustments & seek help
  - Monitor
    - Observe & Report
- Summary and Discussion



# Review

Connections between Technology  
Disparity & Technology Literacy

What did you learn from your  
exploration with technology?

What do YOU think is the difference  
between standard technology and  
assistive technology?



.It is OK to make mistakes

# Technology Literacy Basics

*Feeling Competent in Technology Use*

*Being Consistent in Technology Use*

Look for opportunities to try new things



# TechMentor Mindset

Anyone can be a TechMentor  
*with the right mindset.....*

- BE CURIOUS
- BE OBSERVANT
- BE AWARE

Presume competence and acknowledge....

It is OK to make mistakes

## Technology Literacy

- Ability to access and use technology
- Understanding of how technology works
- Make technology more accessible
- Provide support for deficits

## Accommodations

- Voice and Choice
- Communication

## Self-Expression

- Value Technology as an everyday support
- Use Technology to engage in all activities

## Life long Resource

# TechMentor Model- Method

## Coach

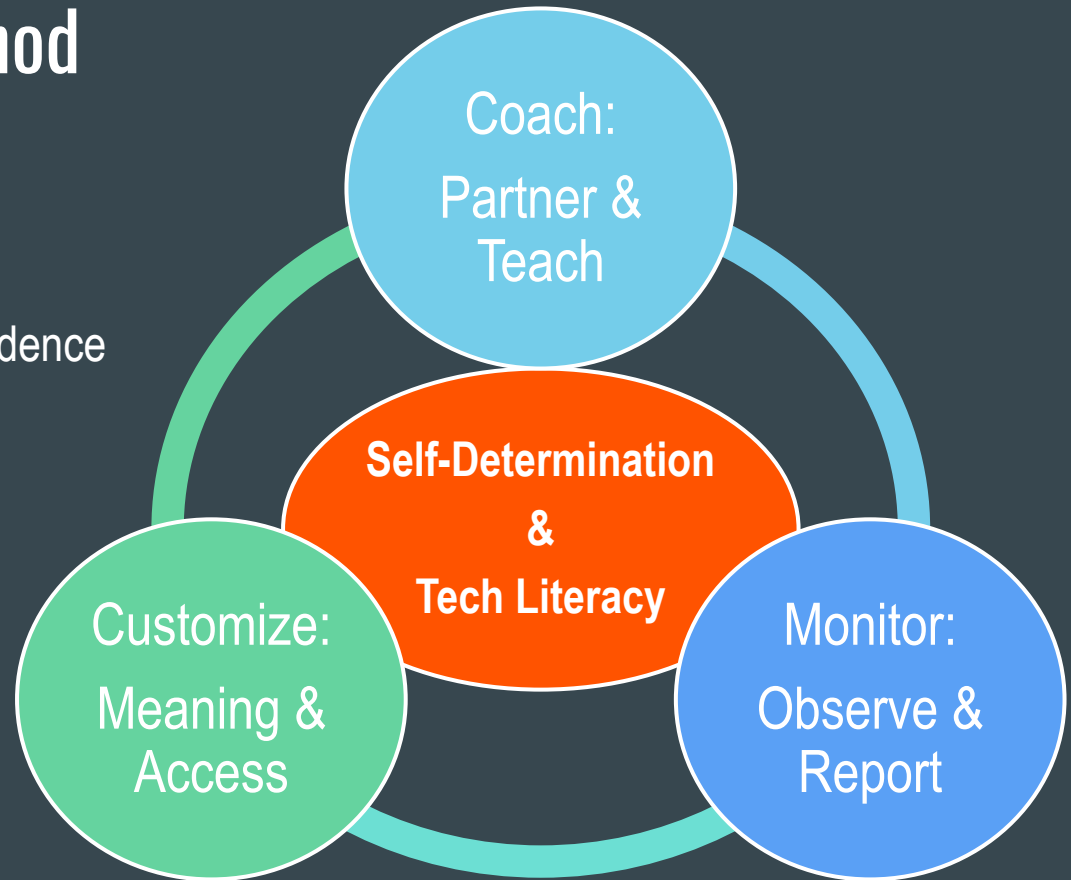
- Partner with the client
- Introduce technology
- Support ongoing use & build confidence

## Customize

- Choose meaningful technology
- Facilitate access

## Monitor

- Observe & Report
- Collaborate with Team



# Introduction to TechMentoring

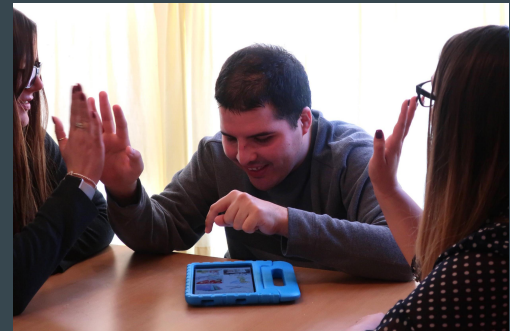
## Self-Determination Skills

1. Choice Making
2. Decision Making
3. Problem Solving
4. Goal Setting & Attainment
5. Self-Advocacy & Leadership
6. Self-Management & Regulation
7. Self-Awareness & Knowledge

**Look for  
Positive  
Emotional  
Response!**

## Set up for success :

- Take One Step at a Time
- Manage Your Expectations
- Identify Electronics in their usual Environment
- Plan Activities that Incorporate Electronics
- Incorporate Preferences



# Coaching

Manage the  
Environment;  
not the  
Person!



## Dos

- Partner with the client – Do with, not for
- Meet them where they are
- Learn about the tech that they use
- Offer opportunities to learn in context
- Model – Guide – Prompt – Repeat
- Offer time to explore & practice
- Allow for mistakes & model response that “IT’S OK”
- Adjust/ Fade support as needed

## Don'ts

- Direct, Control, or Do For the Client
- Expect immediate success
- Underestimate the client
- Underestimate yourself
- Practice during pressure moments
- Get Stuck on same level of support



# Coaching

## Technology to support everyday activities

- ❑ Leisure: Remotes, videos, etc
- ❑ Cooking: Microwave, ordering food
- ❑ Environmental Control: lights, fans, doorbells, etc

## Technology as an activity

- ❑ Games
- ❑ Lesson

## Teaching Points:

- ❑ Technology familiarity & interest
- ❑ Cause & effect
- ❑ Self-sufficiency
- ❑ Motor & Movement Patterns
- ❑ Sequence of steps
- ❑ Touch pressure



Increase  
Participation  
&  
Engagement!

# Coaching

## Social Interaction in Person

- Attention: Bells & Buttons
- Self Expression: Choice options, buttons, text, and AAC

## Distance Social Interaction

- Phones
- Email
- Text
- Video Chat
- Video Conferencing

## Teaching Points:

- Self Determination
- Self Advocacy
- Motor Patterns
- Sequence
- Security
- Consistency & Response
- Technology Familiarity & Interest
- Build Confidence
- Improve Connection



Amplify  
Voice &  
Choice!

# Coaching

## Time Management

- Alarms
- Timers
- Digital Schedules
- Google Calendar

## Self reporting

- Bio feedback: steps, heartrate, medication needs
- Online forms, check-ons & check-offs

## Decision Support

- Compare options
- Role-play, mirroring, modeling

## Teaching Points:

- Self Determination
- Self Understanding
- Motor Patterns
- Sequence
- Security
- Understanding
- Consistency & Response
- Technology Familiarity and Interest
- Build Confidence
- Improve Connection



Facilitate  
Self-Discovery!

# Customize

## Meaningful Technology

- What does the person show interest in?
- What do they need to do?

## Access to Technology

- How can you support access?
- How can you provide opportunities for access?
- Do you need help with modifications?



- Follow the provided plan for special technology and offer input.
- You are the one with the most information.

# Monitor and Report



## Observe

- What is working?
  - How are they successful?
  - What are you doing to help?
- What needs to change?
  - Barriers to success

## Report

- Share with managers and client's support team
- Ask for help for changes
- Don't be afraid to speak up

## Data Collection

- Data doesn't have to be formal
- You have the best position to see the client where they are
- Follow the provided plan for special technology and ask for help when you need it!

# Standard Vs. Assistive Technology...The Process

## IDENTIFY THE ISSUE:

- **Client Can NOT access standard Technology**
  - How can we simplify or adapt it?
  - Can we provide a different way to access
    - Speech to Text
    - Switches
    - Eyegaze
- **Client NEEDS support to engage in daily life that technology can provide:**
  - Self-expression
  - Activities
  - Cognitive Support



## CALL in the EXPERTS..clinician, ATP, etc. for assessment..

- Review of client history
  - Included medical and social history
  - What has been tried in the past to address target problem
- ID targeted problem (behavior, task, occupational performance, etc)
  - How that problem is impacted by diagnosis
  - How will problem be addressed by technology
- TRIAL with Technology or review of client factors that would impact use of recommended technology
  - Can client access technology ?
  - What accommodations are needed?
  - What is client's response?

**YOUR INPUT IS KEY THROUGHOUT THE PROCESS!!!**

# Assistive Technology Categories and Examples

## Communication:

- AAC (Augmented and Alternative Communication)
  - Picture Symbols
  - Speech Generating Devices (SGD)
    - Icon based
    - Text based
- Self Reporting
  - Technological Prompts
  - Bio feedback

|         |           |      |        |        |         |        |          |          |      |        |      |
|---------|-----------|------|--------|--------|---------|--------|----------|----------|------|--------|------|
| Friend  | boy       | girl | mother | father | brother | sister | head     | hand     | foot | feet   |      |
| I       | me        | what | where  | now    | later   | today  | same     | diffrent | big  | little |      |
| my/mine | is / am   | are  | to     | first  | next    | last   | all gone | ready    | busy | happy  | sad  |
| it      | can       | have | come   | feel   | know    | give   | angry    | messy    | good | bad    |      |
| you     | do        | eat  | drink  | finish | get     | sing   | that     | a        | the  | and    | more |
| your    | don't eat | go   | help   | open   | put     | see    | again    | in       | away | on     |      |
| here    | there     | like | play   | read   | stop    | walk   | show     | out      | up   | off    |      |
| yes     | no        | want | take   | tell   | turn    | watch  | write    | front    | down | with   |      |

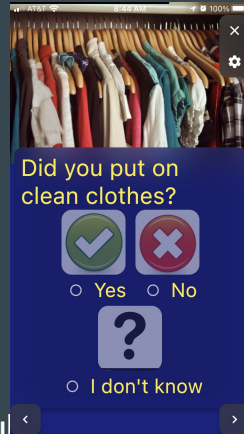
## Daily Living Activities:

- Environmental Control:
  - Alternative Access for appliances and Devices
    - Smart plugs
    - Voice controlled TVs
    - Smart Thermostats
    - Robotic support
- Physical Aids
  - Raised Toilet Seats,
  - Shower Chairs



## Cognitive Support:

- Time Management
  - Alarms
  - Timers
  - Visual Schedules
- Attention to task
  - Focus Mode
  - Task Analysis
- Task Completion
  - Visual Step by Step
  - Directions
  - Checklists
- Regulation
  - Decision Trees
  - Self Regulation Strategies
- Decision Support
  - Prompts
  - Decision Trees



# Next Steps- Discussion

## PLAY & OBSERVE

- Watch for opportunities to support technology use with your clients
- Identify Clients to be Tech Ambassadors
- Help Connect to Resources
  - Send me an email at [gretchen@powerupot.com](mailto:gretchen@powerupot.com)



Promote Digital Inclusion

