



Deliverable 4.4

Report on user training & community support

Project Number	AAL 2017 – AAL packages / integrated solutions
Project Name	Ella4Life
Duration	June 1 st 2018 – May 31 st 2021 (36 Months)
Coordinator	Virtask
Document ID	D4.4
Release Number /Date	V1.0/30 th November 2020
Checked and released by	Patty-Lou Middel
Document Type	Project Deliverable
Original Due Date	31 st March 2020
Dissemination Level	Public
Main Editor	Mariusz Kaczmarek
Contributing Partners	HSL, VIC, VIR, LLI, GUT, MUF, ANA
Reviewed by	

Abstract

This deliverable shows how the training materials and documentation were firstly created and afterwards, training and support sessions were organized by end-user partners.

What is new in this Version

This is the finale version of the deliverable.

© 2018 Ella4Life Project Consortium.

This document contains material, which is copyright of certain AAL Ella4Life project consortium parties and may not be reproduced or copied without permission.

Neither the AAL Ella4Life project consortium as a whole, nor a certain party of the AAL Ella4Life project consortium warrant that the information contained in this document is capable of use, nor that use of the information is free from risk, and accepts no liability for loss or damage suffered by any person using the information.

The Ella4Life project is Co-funded by the European AAL Joint Programme

<i>Version</i>	<i>Date</i>	<i>Changes</i>	<i>Name</i>	<i>Organisation</i>
1.0	2021.04.29	Initial Creation	Stefan Winterberger	HSL
2.0	21.06.30	Final changes	Mariusz Kaczmarek	GUT

List of Authors

Stefan Winterberger (HSL), Edith Birrer (HSL), Cosmina Paul (ANA), Mariusz Kaczmarek (GUT), Ewa Polańska (Muflon)

Content:

1 Introduction..... 3

2 Documents 3

 2.1 Commonly used documents 3

 2.2 Country specific documents 4

 2.2.1 Switzerland 4

 2.2.2 The Netherlands..... 4

 2.2.3 Poland 4

 2.2.4 Romania 4

3 Country specific support..... 4

 3.1 The Netherlands..... 4

 3.2 Poland 5

 3.3 Romania 5

 3.4 Switzerland 6

4 Conclusions 6

5 Definitions, Acronyms and Abbreviations 6

1 Introduction

For the end user organisations and communities, be able to organize field trials with the end users, a lot of documentation about the product was written by the technical partners. This includes various manuals about the software and the hardware in a more detailed version for organizers and in a light version for the end users directly.

For the field trials to be successful, it is important that the organizers of those trials have a good knowledge on the system they test. It is crucial that they can help the end users with their questions or at least can collect and forward the questions as detailed as possible to the technical teams.

A lot of those documents could be shared between the different countries, but must then be adapted for specific end user organisations, like replacing logs, contact numbers, personal information etc.

2 Documents

2.1 Commonly used documents

The consortium developed several joint documents as the basis for translations into local languages. First of all, it concerns documents related to the protection of personal data of end users, information about the project, ethical principles and manuals for individual subsystems.

The measurement, processing and storage of personal data are subject to the European Data Protection Directive and the respective national implementations thereof. These regulations will be taken into consideration in the project and its pilot implementations by any of the partner organizations. Additionally, the data protection directive for electronic communications 2002/58/EC and Article 8 of the European Convention on Human Rights have to be considered. The consortium building the integrated Ella4Life will direct special attention to identify critical privacy and confidentiality requirements of data with respect to information flow security. In order to ensure a common level of data protection, the project coordinator was set up a data protection agreement for whole consortium partners.

Information provided to the end-users and their relatives include in language understandable to the participant or the representative:

- A description of the project and its aims.
- A specification of all partners and involved end-user groups.
- The system capabilities, the selection criteria, the evaluation procedure and the expected duration of the subject's participation.
- A description of any benefits to the subject or to others, which may reasonably be expected from the project, such as independent and more comfortable living.
- A statement describing the extent, if any, to which confidentiality of records identifying the subject will be maintained. In fact, personal data and information of

the persons that will participate in the validation process will be encoded in order to preserve anonymity.

- An explanation of whom to contact for answers to pertinent questions about their rights and privacy issues.
- A statement that participation is voluntary, refusal to participate will involve no penalty or loss of benefits to which the subject is otherwise entitled, and the subject may discontinue participation at any time without penalty.

All the used deliverables are explained in Deliverable 1.5 - Ethical Guide and Data Protection Plan and Deliverable 4.3 - Trials setup & deployment report, to look up them on a central point instead of spreading them over several Deliverables.

2.2 Country specific documents

2.2.1 Switzerland

The documents in Switzerland were specifically adapted for the end user organisations Vicino and the Contact Point Age and Health of the city of Lucerne. The commonly used English documents had to be translated to German, as well as the logos and the contact addresses had to be adapted.

2.2.2 The Netherlands

All the necessary documents have been prepared in Dutch, including questionnaires, consents to participate in the project, information on the protection of personal data and manuals for the use of individual parts of the system.

2.2.3 Poland

All the necessary documents have been prepared in Polish, including questionnaires, consents to participate in the project, information on the protection of personal data and manuals for the use of individual parts of the system.

2.2.4 Romania

All the necessary documents have been prepared in Romanian, including questionnaires, consents to participate in the project, information on the protection of personal data and manuals for the use of individual parts of the system.

3 Country specific support

3.1 The Netherlands

For supporting the community in the Netherlands, the following concept was used.

Our end users could always contact our project members by contacting our service centre. These project members were responsible for the entire testing process i.e. during the first test phase they installed the device at the end users home, gave training in how to use the

products and gave support throughout the entire test phase. During the second phase this group of employees were instructed to call our end users pro actively to check up on the end users and when needed offer their help since the end users experienced more difficulties with understanding the test procedure due to the Covid-19 pandemic limitations. In the first test phase most questions were directly answered during the phone call, but when the issue was too complex the project member would fix the issues at the end users home. When the issues could not be solved by our project members the specialists from either Virtask or MedicineMen were called in for support.

3.2 Poland

For supporting the community in Poland , the following concept was used.

As first contact person for the end users there was always the person that recruited the end user for the trials. The person responsible for contacts with end users was Ewa Polańska form Muflon sp. z o.o. She dealt with the entire process of recruiting, training and supporting seniors. She had a tablet configured identically to the tablets lent to testers. Additionally, she was a contact for seniors in the Anne application (Polish helpdesk). This helped the end users to make support for them not unnecessary complicated. The questions where directly answered them or otherwise collected and forwarded to the Gdańsk University of Technology group which was responsible for technical questions and configuring new devices, sensors subsystems (eBathtub and eChair), etc.

In case of further leading issues, the Ewa's team forwarded it to the specialists from VirTask and Medicine Man.

To handle are the requests for changing entries in the calendar and the medications and adding new phone contacts etc. a list was maintained at Muflon, where each change in the configuration of a device or an account of a user was logged. This made it possible react to specific user needs. Within this list there was information about which user has which devices (including SIM cards) and with which version of Anne is running on it, hub for sensors side (eBathtub, eChair), etc.

3.3 Romania

For supporting the community in the Romania, the following concept was used.

The contact persons for the end-users were Cosmina Paul and Magdalena Velciu, both researchers at Ana Aslan International Foundation. Cosmina Paul was the first responsible person and Magdalena Velciu has assisted her. Mirela Rădulescu, the public relations manager at the same Foundation, has also supported the online recruiting process and media advertising.

Cosmina Paul dealt with the entire process of recruiting, training and surveying the end-users. She has answered directly to the questions raised and developed relations during the second field-trial. During the Covid-19, special measures for the protection of the end-users' vulnerabilities and security and their subjective sense of security were taken. Technical support has been assured by VirTask. Though, during the end-users' test periods, the simple usage of the device has been underlined and no technical issues appeared during the testing.

3.4 Switzerland

For supporting the community in Switzerland, the following concept was used.

As first contact person for the end users there was always the person that recruited the end user for the trials. This helped the end users to make support for them not unnecessary complicated. Those were one of the Vicino locations or the Contact Point Age and Health of the city of Lucerne. The questions were directly answered to them or otherwise collected and forwarded to the iHomeLab Team, which was responsible for technical questions and configuring new devices, etc.

In case of further leading issues, the iHomeLab team forwarded it to the specialists from VirTask. Every 6th Week, a phone conference was held between iHL and the end user organisations for clearing up general questions and to get a feeling on how the trials are going. Within these conference topics like, do we want to enable further features etc., were discussed. For comparing occurring issues, there was always a device running on iHomeLab's side with the same version as the end users. This made it possible to reproduce issues and questions from the end user organisations or the end users.

To handle all the requests for changing entries in the calendar and the medications and adding new phone contacts etc. a list was maintained at iHomeLab, where each change in the configuration of a device or an account of a user was logged. This made it possible to react to specific user needs. Within this list there was information about which user has which devices (including SIM lock cards) and with which version of Anne is running on it.

4 Conclusions

All the developed documents, both common and detailed for each of the partner countries, have been developed with due diligence, taking into account the statutory requirements of individual countries.

Close cooperation between the partners allowed for the development of the basic content of documents common to each partner, and then the details were adapted to the specificity of a given country and the target group of testers.

5 Definitions, Acronyms and Abbreviations

Ella4Life - Acronym of the current project: "Ella4Life – your Virtual Personal Assistant for home and on the road"

AAL Programme - Active Assisting Living Programme

ICT - Information and Communication Technology