QUESTIONNAIRE

Assessment of the needs and interests of elders

Skills to Connect

PART TO BE COMPLETED BY ELDERS

What interests me	Yes	Non
Listen to music (radio, songs, artists I like)	☐	☐
Have a video call with a loved one (see and talk to them)	☐	☐
Send a message or photo to a loved one	☐	☐
Schedule a medical appointment online	☐	☐
Find my way or check transport timetables	☐	☐
Watch a video (YouTube, TV replay, film, etc.)	☐	☐
Ask my phone a question	☐	☐
Look up the weather forcast, a recipe, a restaurant...	☐	☐
Reflect on my phone or tablet usage	☐	☐

What I know how to do	Yes	With help	Non
Turn on, unlock and use the phone	☐	☐	☐
Connect to the Wi-Fi (wireless internet)	☐	☐	☐
Read or send a message (SMS or other)	☐	☐	☐
Open and read my emails	☐	☐	☐
Do an internet search	☐	☐	☐
Spot a scam or suspicious message	☐	☐	☐
Download an app	☐	☐	☐
Update my phone or tablet	☐	☐	☐

PART TO BE COMPLETED

BY ELDERS

N°	My attitudes towards digital technology	Yes	Non
1	I want to learn at my own pace, slowly.	☐	☐
2	I am curious and motivated	☐	☐
3	I just need someone to explain things to me calmly.	☐	☐
4	I'm sometimes afraid of pressing the wrong button.	☐	☐
5	I'm worried of making a serious mistake.	☐	☐
6	I sometimes feel overwhelmed by technology	☐	☐
7	I have trouble remembering everything when someone explains it to me.	☐	☐
8	I don't always have someone to help me when I need it.	☐	☐
9	I think I can succeed with a little help	☐	☐

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Skills to Connect

INTERPRETATION OF RESULTS

FOR CAREGIVERS

If this activity is checked as “yes”	Prioritize the following sheet
Listen to music (radio, songs, artists I like)	Sheet 1: Listening to music
Initiate a video call with a loved one (see and talk to them)	Sheet 4: Making a video call
Send a message or photo to a loved one	Sheet 5: using the telephone to communicate
Schedule a medical appointment online	Sheet 6: Schedule a medical appointment
Find my way or check transport timetables	Sheet 7: Getting around
Watch a video (YouTube, TV replay, film, etc.)	Sheet 9: Watching videos
Ask my phone a question	Sheet 10: Do a voice search
Look up the weather forcast, a recipe, a restaurant...	Sheet 13: Search for information
Reflect on my phone or tablet usage	Fact sheet 14: Screen addiction

If this skill is checked as “no”	Prioritize the following sheet
Turn on, unlock and use the phone	Sheet 2: Using your phone
Connect to Wi-Fi (wireless internet)	Sheet 12: Connecting to Wi-Fi
Read or send a message (SMS or other)	Sheet 5: Communicating with the telephone
Open and read my emails	Sheet 8: Using your mailbox
Do an internet search	Sheet 13: Search the internet
Spot a scam or suspicious message	Fact Sheet 3: Online Scams
Download an app	Sheet 11: Download an application
Update my phone or tablet	Sheet 2: Using your phone

INTERPRETATION OF RESULTS

FOR CAREGIVERS

Attitudes toward learning	Related questions	Advice
Motivation to learn	1, 2, 3, 9	Promote motivation and curiosity (see p1)
Fears and apprehensions	4, 5, 6	Offer reassuring support (see 2)
Difficulty remembering or getting help	7, 8	Organize regular monitoring (see 3)

As a caregiver, you can use the toolbox to offer practical advice , adapted to each situation and person

1. Present motivation for learning

Start simply: with one or two cards from the toolbox linked to the themes that interest him.
Focus on quick success: focus on concrete and rewarding actions (e.g., sending a message, listening to a song).
Encourage independence: show her the sheet, do it together the first time, then let her try again.

2. Fears or apprehensions

Frequently reassure her: say that it is normal to be afraid of making mistakes, that the person is safe.
Show him what to do before asking him to do it again: do it slowly, and verbalize what you are doing.
Limit technical vocabulary, and use the illustrations in the toolbox to facilitate understanding.

3. Difficulty remembering or getting help

Repeat the actions over several sessions, even if it means doing the same thing several times (e.g.: sending a message every day to a loved one).
Suggest a routine if possible: “every Tuesday, we look at the weather together,” etc.
Remember to print the toolbox sheets to keep at home