

# Welcome!

## Assistive Technology (AT), Accessibility, and Telehealth for the Aging Population

Thank you for joining us today.

The webinar will begin momentarily.

**Please note: This webinar is being recorded and the materials, including a transcript, will be placed on the National Disability Institute Assistive Technology Loan Program site, along with our other [AT Spotlight Webinars](#).**

*The contents of this orientation were developed under a grant from the Department of Education. However, the content does not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.*

# Captioning

- Real-time captioning is provided during this webinar.
- The captions can be found by clicking on the “cc” button in your Zoom controls at the bottom of the screen.

# Submitting Questions or Technical Difficulties

For Q&A: Please use the Q&A box to post any questions you have during the webinar to Laurie Schaller.

If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing [HPrice@NDI-INC.org](mailto:HPrice@NDI-INC.org).



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Building a Better Financial Future

TRAID AT, Telehealth, Accessibility

hosted by National Disability Institute's  
Assistive Technology Loan Program

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# National Disability Institute (NDI)

We envision a society in which people with disabilities have the same opportunities to achieve financial stability and independence as people without disabilities.

Our Mission is to collaborate and innovate to build a better financial future for people with disabilities and their families.

# NDI's AT Loan Program

- NDI received grant funding through the U.S. Department of Education's Rehabilitation Services Administration for this program;
- NDI partners with Spring Bank who issues and services pre-qualified AT loans up to **\$45,000** helping residents of New Jersey and New York to get the AT they need;
- NDI buys down the loan's interest rate to **4% interest**;
- Lending terms are favorable, for example a credit score is not needed; The NDI AT program verifies loan applicants have enough monthly income to afford their monthly expenses, address outstanding credit and afford an AT loan;

**Our services include** presentations on financial education and guidance on spending plan development, provision of referrals to financial counseling and programs that can help people get assistive technology, and we [provide webinars that spotlight AT](#).

# NDI AT Resource Guides

- The NDI AT Resource Guides list grants, lending programs and other service providers who can help you select the best and most cost-effective AT to meet your needs.
- There are AT Demonstration programs listed where you can try out or borrow AT, sometimes indefinitely.
- There are AT assessment services that can help you evaluate AT to meet your needs, abilities and activity levels and environment.

[Assistive Technology Guide for \*\*New York\*\*](#)

[Assistive Technology Guide for \*\*New Jersey\*\*](#)



Justice Center for the  
Protection of People  
with Special Needs

# **Assistive Technology (AT), Accessibility, and Telehealth for the Aging Population**



# Agenda

- Telehealth and the Aging Population
- Addressing Accessibility
- Justice Center Telehealth Project
- Final Thoughts

# Telehealth and the Aging Population

# Training Purpose

- Understand the basics of accessibility
- Assist older individuals with basic questions related to telehealth and iPad use
- Be able to provide resources and feedback on iPad types and accessories

# Benefits of Telehealth

- Connect to medical care from anywhere
- Improve access to care, especially in rural areas
- Reduces travel cost and wait times
- Less likely to spread/ be exposed to illnesses
- Caregivers can attend regardless of location
- Less logistics makes scheduling easier
- Comfort and Convenience

# Telehealth Statistics

13 million older adults may have trouble accessing telemedical services

26% of Medicare beneficiaries lack access to a desktop, laptop, or smartphone

Video telehealth rates are the lowest among adults ages 65 and older (43.5%)

# Criteria that Affect Telehealth Usage

- Disparities in technology and device ownership
- Lack of broadband access
- Lack of technological literacy
- Social isolation
- Visual impairment or hearing loss

# Types of Solutions



# Addressing Accessibility



**“Accessible” means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use.**

# Considerations



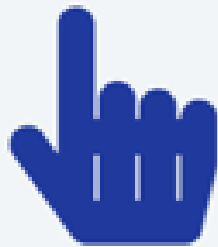
## Visual

Blindness, low vision,  
color-blindness.



## Auditory

Deafness and hard-of-hearing.



## Motor

Inability to use a mouse, slow  
response time, limited fine motor  
control.



## Cognitive

Learning disabilities, distractibility,  
inability to remember or focus on  
large amounts of information.

# Accessibility and Tablets

- Screen magnification
  - Adding captions
- Contrast
- Speakers and other AT options
- Adding accessories for motor control

# Physical Characteristics

## Screen size

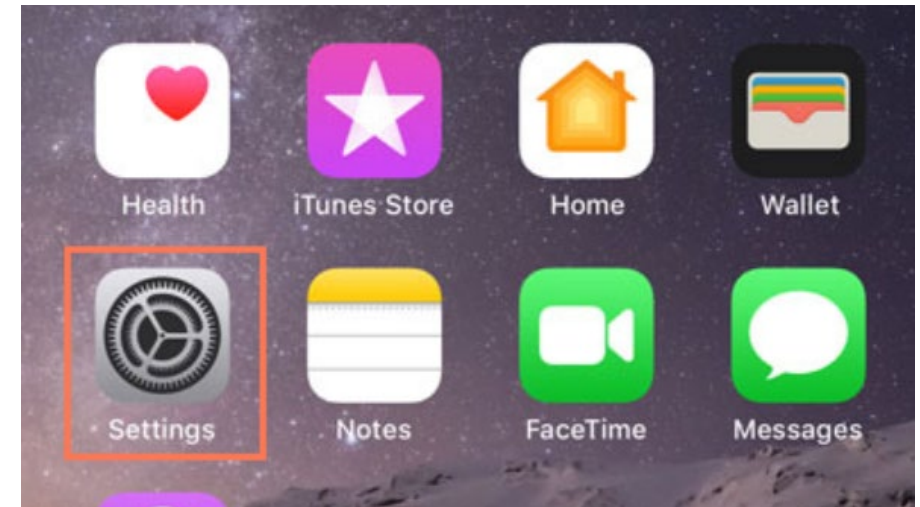
- Larger screens can be better for individuals who need more magnifications but are less portable
- Smaller screens are more portable but may be harder to see

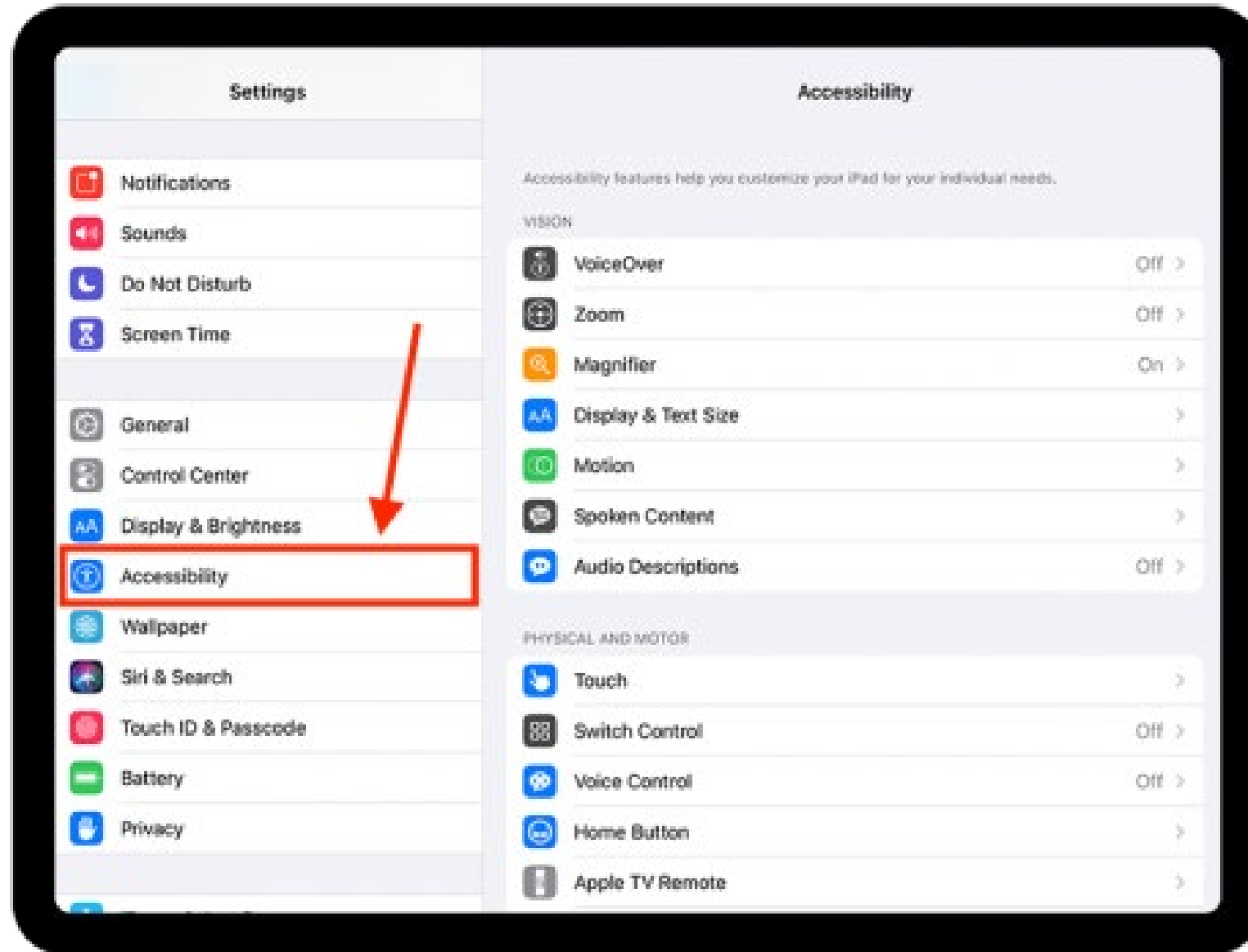
Some devices will have a home button, others require gestures to go back to the home screen

# Apple iOS Settings (iPad, iPhone)

iOS operating systems accessibility menu can be found in the settings menu

Can adjust display and text size, Magnifier, Zoom (built-in device magnification), and VoiceOver (built-in screen reader)

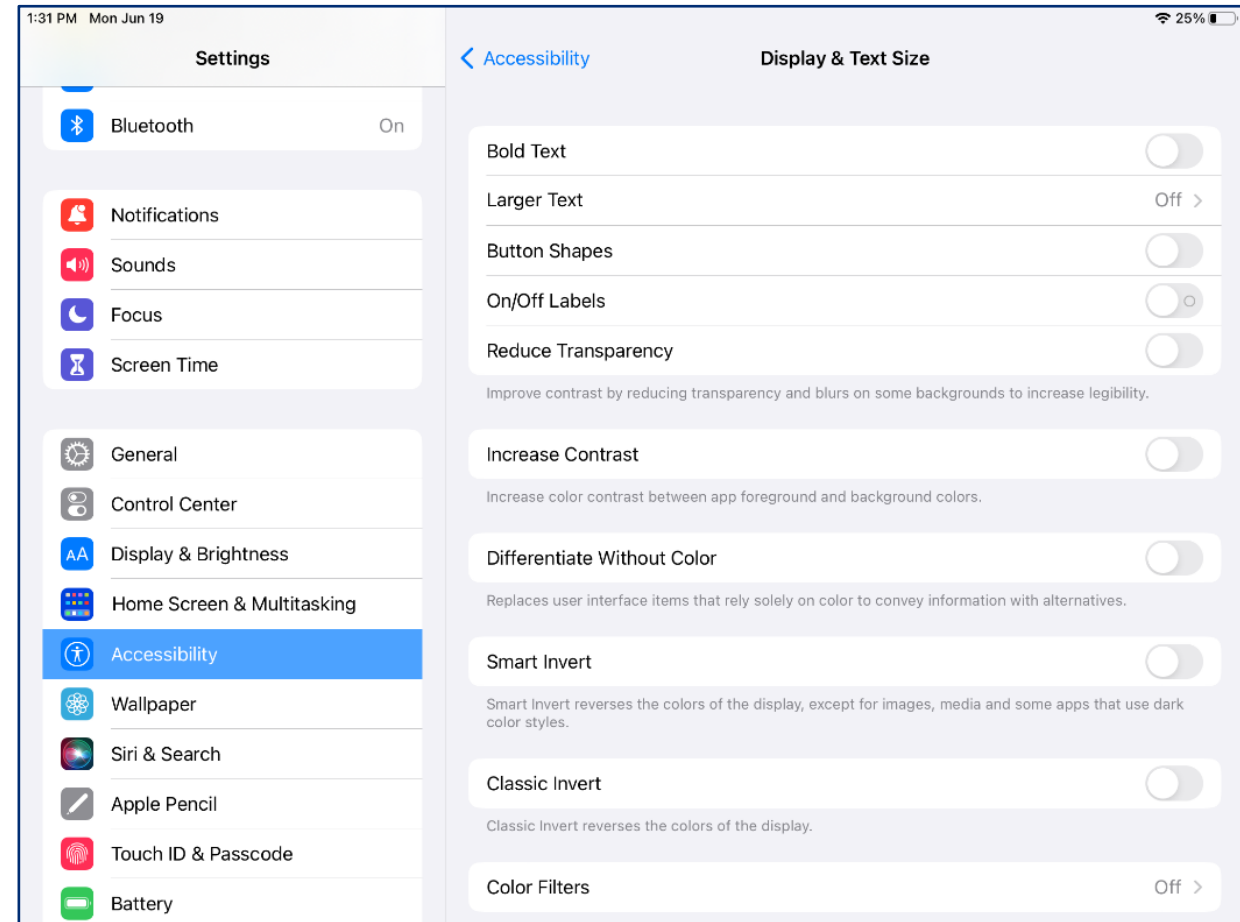




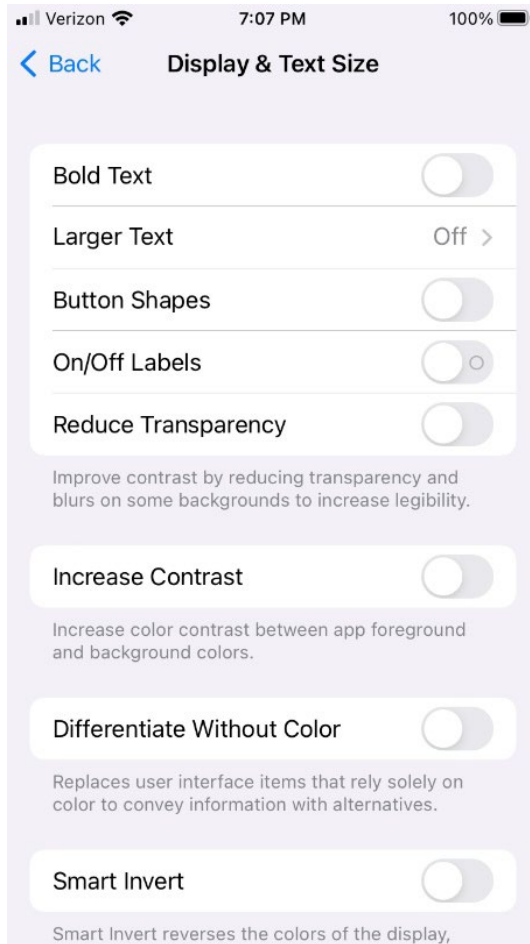
# iOS- Display and Text Size

To adjust the display settings:

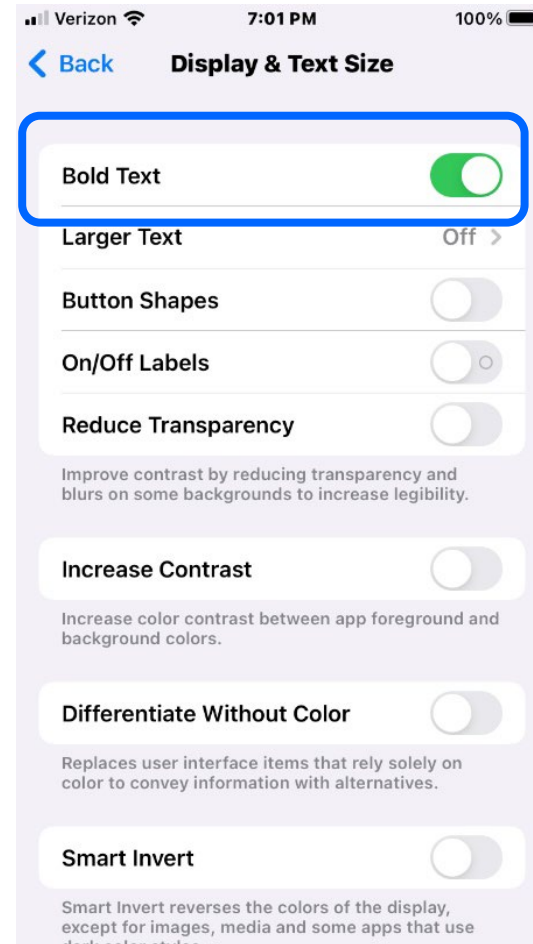
- Settings-Accessibility-Display and Text Size-**Bold Text**
- Settings- Accessibility-Display and Text Size-**Larger Text**



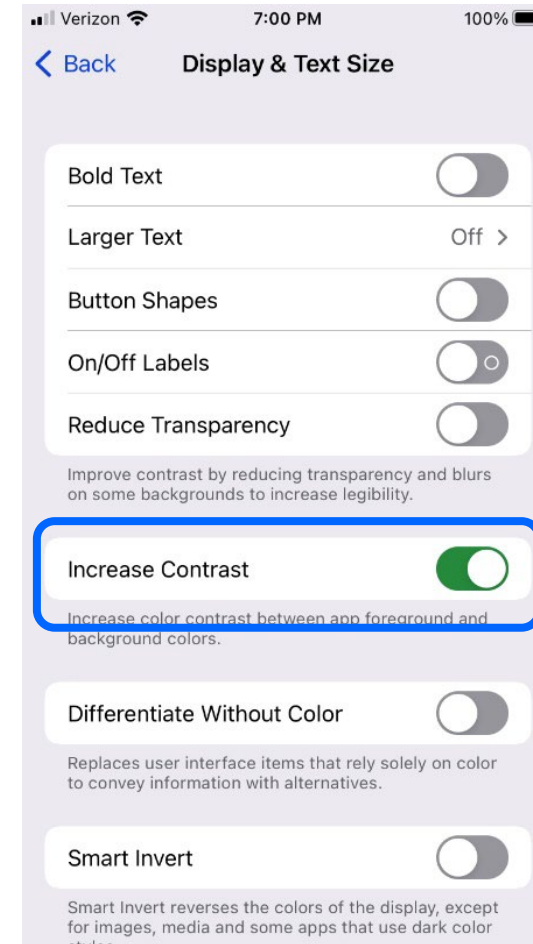
## Display and Text Size Menu



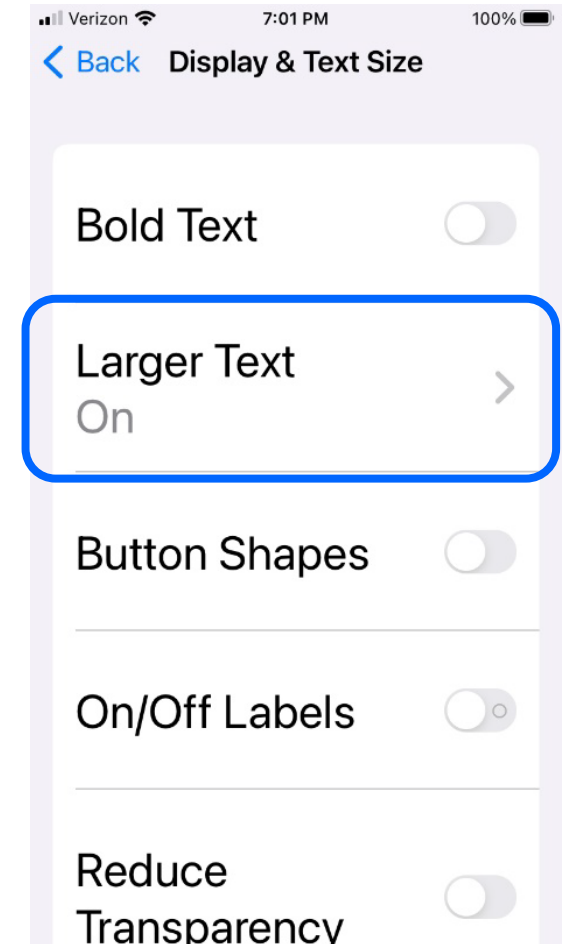
## Bold Text



## Higher Contrast



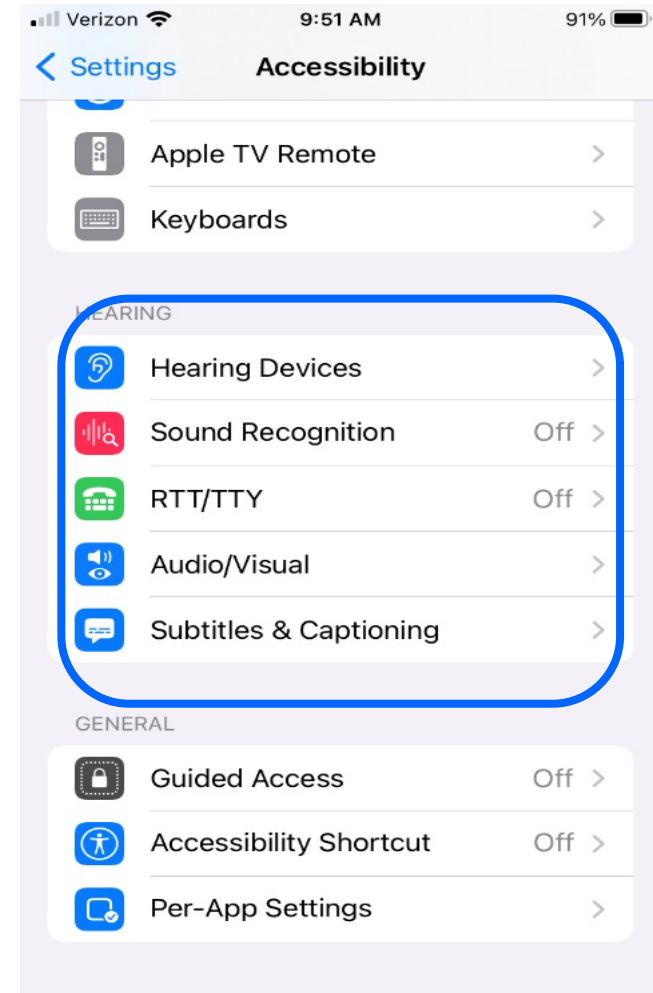
## Larger Text





# Subtitles and Captioning

- Subtitles & Captioning can be utilized for audio and videos
- Closed Captioning
  - Can be turned off by user
- Open Captioning
  - “Burned” into a video and cannot be removed



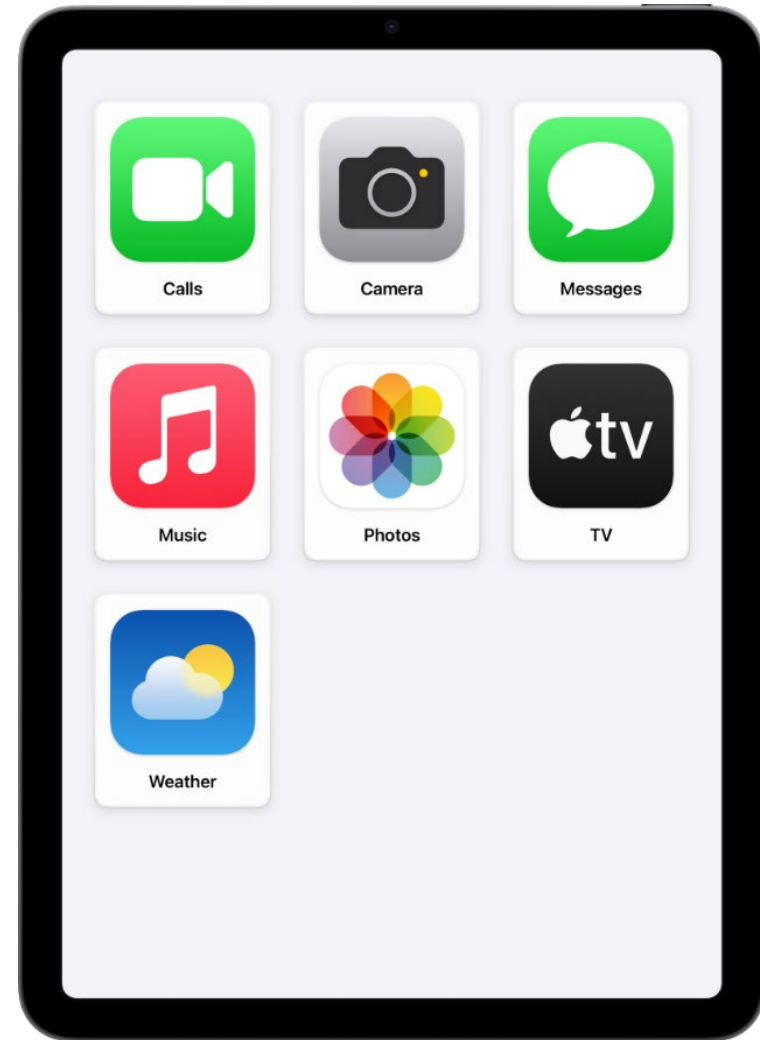
# Tip for Increasing Volume

1. Go to Settings Menu-Music
2. Select EQ
3. Select Late Light



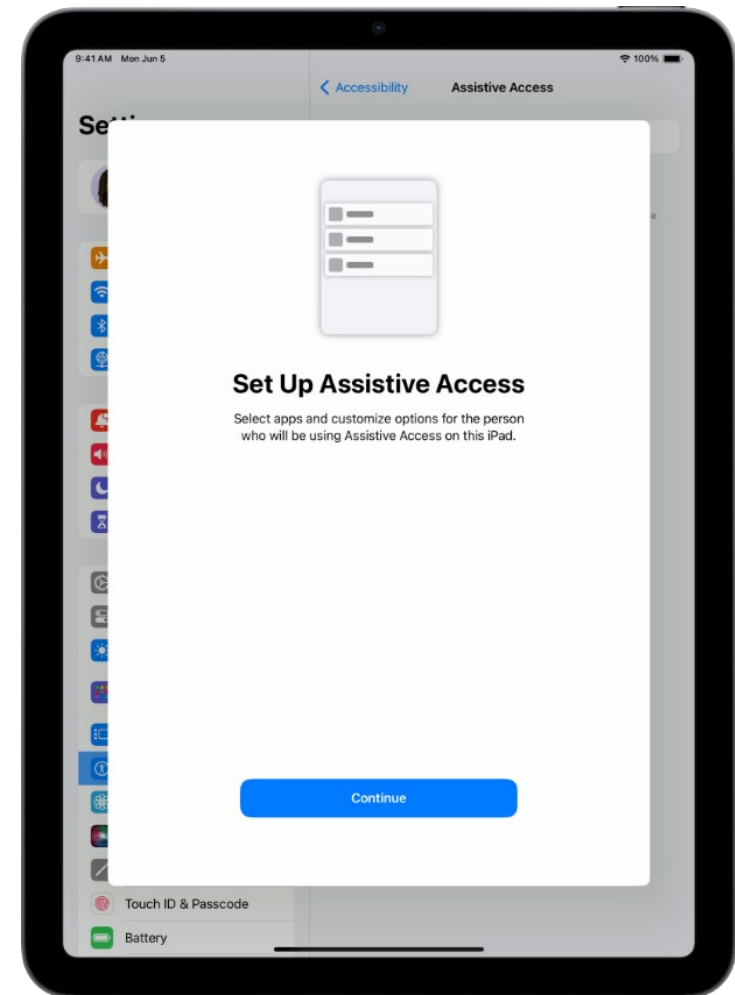
# iOS 17 Accessibility Update

- Newest update includes “Assistive Access”
  - New option to selected a simplified interface
  - Items onscreen are bigger, features are more focused, and it’s easier to navigate



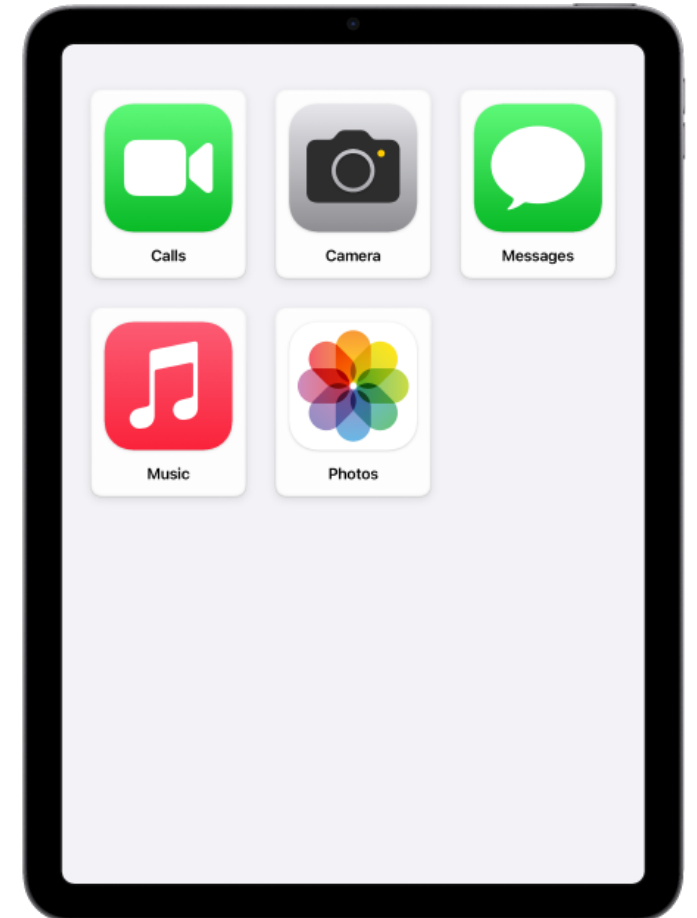
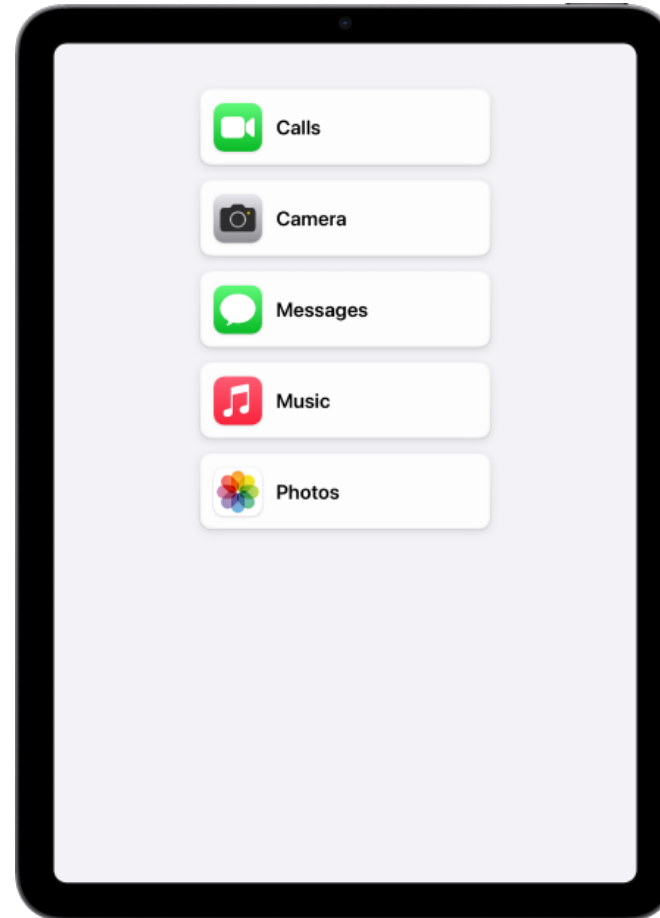
# Setting up Assistive Access

- A trusted supporter, can help set up and personalize Assistive Access so iPad works best for the individual they. To enable:
  - Select Accessibility – Scroll down to Assistive Access, then tap Set Up Assistive Access - tap Continue



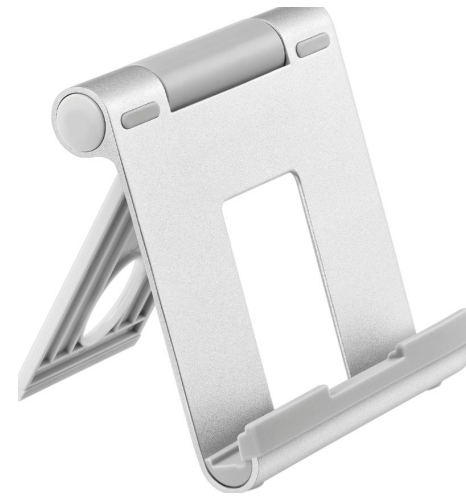
# Setting up Assistive Access *cont.*

- Person will be prompted to verify Apple ID before continuing
- Person can then select layout, apps, and passcode before finishing the process



# Device Considerations - Positioning

- Some individuals benefit from having a stand so they can comfortably speak with their provider
  - Can be positioned with a case that has a hinge, or a tablet stand



# Device Considerations - Accessories

- Styluses are helpful when selecting different options on a screen
- Can be adapted for people with arthritis or other conditions that make it hard to hold small items



# Other Accessories

- Protective cases can be helpful but be careful not to use one that makes the buttons harder to press
- If using the touchscreen keyboard is difficult - consider a case with a physical keyboard





# Justice Center Telehealth Project

# Telehealth Informational Videos

1. Introduction to the iPad for Telehealth
2. Overview of Telehealth Appointments
3. Making Telehealth Accessible to Everyone

<https://www.justicecenter.ny.gov/traid-program>

# Videos *cont.*

- Available in both Spanish and English
- Videos are approximately 2-3 minutes long
- Can be utilized by individuals with disabilities, family members, professionals, etc.

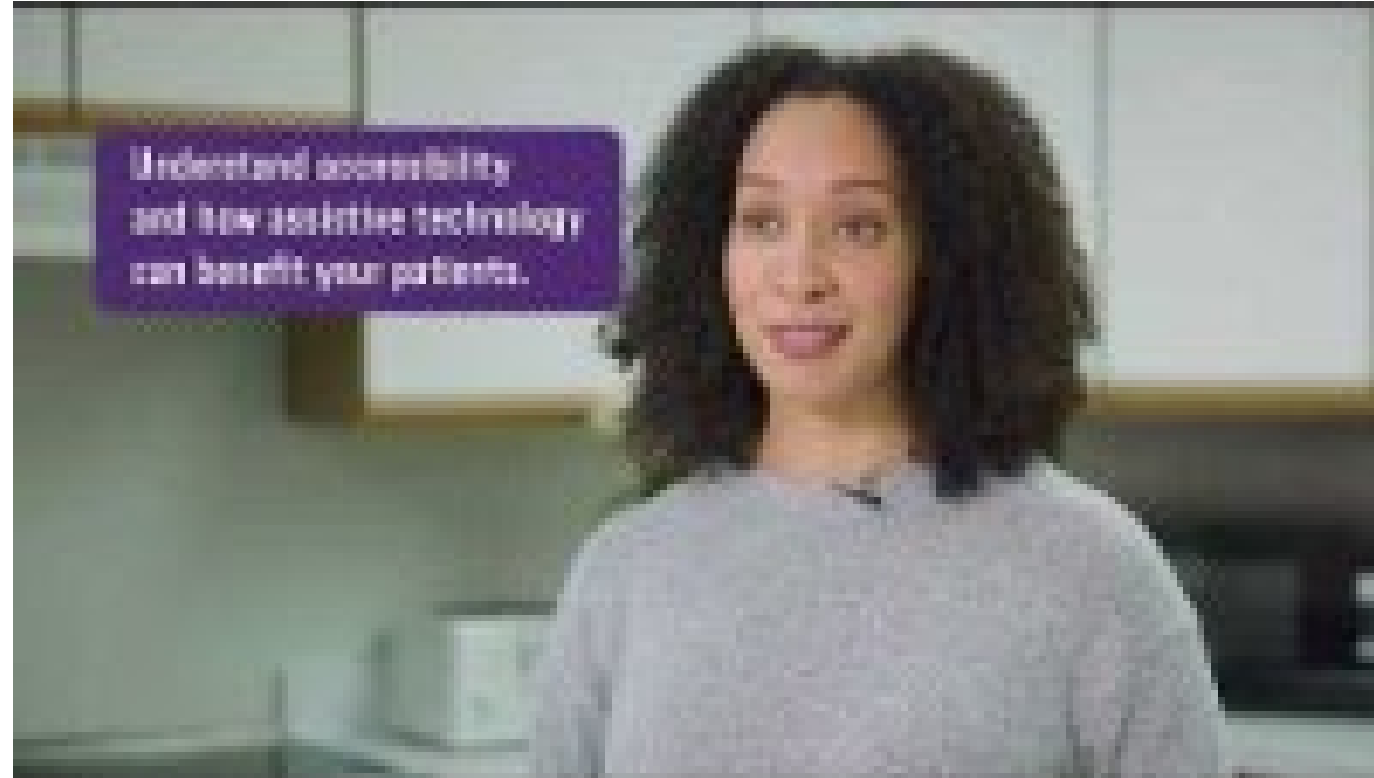
# Introduction to the iPad for Telehealth



# Overview of Telehealth Appointments



# Making Telehealth Accessible to Everyone



# Final Thoughts

# Before an Appointment

Providers may use various telehealth platforms, and devices will need the following

- Wireless internet connection or data connection (through an existing mobile network plan)
- Camera
- Microphone



# Other Considerations

- Does the user have easy access to power outlets?
- What is the battery life of the device?
  - Consider portable chargers
- Does the person have a support system that can help manage the device?

# Comparability

If someone uses a smartphone



Use the same operating system in a tablet (iPad and iPhone, Android phone and tablet, etc.)

If the person does not have smartphone skills and has barriers to learning a new device



Consider a device that is designed for ease of use such as the GrandPad

# How Can You Help?

- Research device options that are as person centered as possible
  - What works for one person might not work for another
- Learn accessibility settings for the device being used
- Store passwords and login information
- Set up practice times with the individual (quick reference sheet)
- Keep at it!

# TRAID Resources

TRAID can provide trainings on a variety of accessibility related topics

- Understanding telehealth
- Information and Communication Technology (ICT)
- Assistive technology and accessibility

# Upcoming Event

- Annual Justice Center Summit
  - This session will provide an overview of the TRAIID program and how assistive technology can help individuals live independently in their communities. Those attending this session will learn about how the services offered by the 12 Regional TRAIID Centers can help people with disabilities transition through all of life's stages including early childhood to CPSE, high school to college, and from nursing homes back to the community. Resources available to support telehealth visits will also be covered.
  - Session Day / Time: April 24, 2:30pm – 4:00pm

# Contact Information

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# Free Tax Preparation

Please keep in mind that there are free tax preparation sites that can help you to qualify for EITC and other tax credits or deductions that help you to have a larger income tax refund.

There are many expenses that are tax-qualified for a household with a person with a disability. If something was missed, corrections can be made up to three years back: [IRS.gov: Earned Income Tax Credit \(EITC\)](#)

- For the nearest free tax site, call 211;
- Call 311 if you live in NYC.





# NEW RESOURCES

*to help support taxpayers  
with disabilities*

[NationalDisabilityInstitute.org/  
Financial-Wellness/Taxes](https://www.nationaldisabilityinstitute.org/Financial-Wellness/Taxes)

**SHARE OUR  
STRENGTH**®

# ABLE Savings / Investment Account

A person who has a disability since before age 26, may open an ABLE account at any age.

New Jersey and New York offer ABLE savings accounts; other ABLE plans are available to choose from too.

- Savings up to \$100,000 does not count towards the **SSI resource limit of \$2,000**.
- Any amount of ABLE savings does not impact any type of **Medicaid** eligibility.

An ABLE account owner, friends and family, Special Needs or Pooled Trusts or a 529 college savings plan may **contribute** up to **\$18,000** into ABLE annually.

An ABLE account owner who works and does not have contributions deposited into a retirement account may contribute up to an additional **\$14,580** from their employment **earnings** into their ABLE account.

ABLE contributions can total **\$32,580 for 2024!**

[The ABLE National Resource Center Provides Free Information.](#)

# ABLE Qualified Disability Expenses:

- Assistive technology
- Education
- Basic living expenses including food and shelter
- Housing including utilities, rent, modification, purchase, property taxes
- Transportation including vehicle purchase, bus – train fare, etc.
- Employment training and support
- Personal support services and respite care
- Health care expenses
- Disability related vacations and recreational activities
- Legal fees and financial management
- Funeral and burial expenses

# Questions?

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Manager, Financial Empowerment

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Phone and FAX: **(202) 449-9521**

[Webinars are recorded](#)

Community presentations available

# Post Webinar Survey:

- What information was most helpful?
- Do you need help finding a job?
- What type of AT would you like to know more about?
- Do you want to schedule an NDI AT Loan presentation for your agency or community organization?