

Case Study:

Acts' Resident Technology Amenity Program



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Categories:

- ◆ Technical Support
- ◆ Education and Training

About the Organization

Organization Name:

Acts Retirement-Life Communities

Main Contributor:

Mike Falcone, Director of Resident Technology

Organization Type:

Life Plan Community, formerly known as Continuing Care Retirement Communities (CCRC)

Organization Description:

Acts is committed to providing security and peace of mind to seniors by being a pre-eminent provider of retirement-life services, responsive to individual, social, personal, health and spiritual needs in a Christian atmosphere graced with Loving-Kindness, dignity, sensitivity, honesty, and respect without prejudice or preference.

Project Description

Acts' Resident Technology Amenities program is designed to support residents and increase their level of confidence with current technology and beyond. These amenities include on-site support as well as a toll-free hotline.

Business Model

This amenity consists of a hybrid of free and paid services.

The following services are included for no additional fee to our residents:

- ◆ MyActsLife Resident Portal
- ◆ New Resident Onboarding
- ◆ Technology Café
- ◆ Group Workshops
- ◆ Toll-Free Hotline

Fee for service- Residents are billed \$25 for thirty minutes of in-home support, and \$12.50 per fifteen-minute increment thereafter for the following services:

- ◆ Setup of resident technology
- ◆ Personal one on one training
- ◆ In home technology troubleshooting
- ◆ Smart-home device installation

Implementation Approach

Acts' Resident Technology Amenities (RTA) program provides residents with technology support to increase their level of confidence with current technology and beyond. This leads to positive outcomes both financially and with resident satisfaction.

As the baby-boomer generation ages, and the senior population continues to grow, the demand for leading edge entertainment amenities, such as high definition television and high-speed internet will continue to increase. Having an in-house resident technology support person who can provide in home services as the technology landscape changes and evolves will aid in the appeal for prospects to make Acts their home for life. Additional resident and staff education that focus on improving wellness and the quality of living using technology are additional benefits to having an in-house RTA program. Acts aims to position ourselves within the market place by adding industry leading technology services in our communities. These RTA services help us in developing