

Digital Choice Framework

The Digital Choice Framework from Wilson Inclusive Solutions (WINS) provides direct service providers with a clear, ethical approach to evaluating digital access requests.

Grounded in person-centered principles (O'Brien & O'Brien, 2000) and digital self-determination (Lengsfeld, n.d.), it ensures end users of technology retain meaningful choices that respect their needs, preferences, and rights.

Navigating This Guide

Maintaining professional boundaries is essential in digital support. This guide provides a structured approach to evaluating requests while prioritizing privacy, autonomy, and ethical decision-making.

This guide includes:

- [Decision Pathway](#): A structured approach for making informed decisions
- [Quick Reference Table](#): A simplified version for quick reference

Disclaimer

This document provides general guidance on maintaining professional boundaries in digital support environments. All information is offered for educational purposes only and does not constitute legal, medical, or technical advice.

Implementation considerations:

- Readers implement any strategies at their own risk and discretion
- Privacy regulations and policies vary by state, agency, and setting
- Professional responsibilities and scope of practice differ across roles
- Organizational policies may provide additional requirements or restrictions

This framework reflects best practices based on experience in implementing assistive technology, but specific situations may require consultation with supervisors, legal counsel, or specialized experts. When making decisions about technology support, always prioritize end-user privacy, dignity, and autonomy.



Digital Choice Decision Pathway

Step 1: Evaluate the Request

Does this request involve:

- Creating or accessing accounts for someone else?
- Using your personal devices or information?
- Handling someone else's financial information?
- Accessing private or protected information?

If any apply: This may cross a professional boundary. Reconsider.

Step 2: Consider Alternative Support

Can you assist without crossing boundaries by:

- Providing general information about options?
- Connecting with appropriate resources?
- Supporting the end user's decision-making process?

If yes: Proceed with this boundary-respecting support.

Step 3: Make Appropriate Referrals

Determine the right resource for further support:

- Assistive technology resource
- Technical support professional
- Digital literacy program
- Authorized support person

Connect the end user with the appropriate resource.



Digital Choice Decision Pathway: Quick Reference

Step	Key Questions	Next Action
Evaluate the Request	Does it involve creating accounts, using personal devices, handling financial info, or accessing private data?	If yes, reconsider. This may cross a professional boundary.
Consider Alternative Support	Can you assist without crossing boundaries by providing information, connecting to resources, or supporting decision-making?	If yes, proceed with boundary-respecting support.
Make Appropriate Referrals	Who is the right resource for further support?	Refer to an AT resource, tech support, digital literacy program, or authorized support person.



References

- **Person-Centered Principles** refer to an approach that emphasizes the individual's unique needs, preferences, and aspirations, ensuring that they are at the center of decision-making processes. This approach promotes empowerment, self-determination, and respect for individual choices, which are foundational to the WINS Digital Choice Framework. See: O'Brien, J., & O'Brien, C. (2000). *The Origins of Person-Centered Planning: A Community of Practice Perspective*.
- **Digital Self-Determination** refers to the ability to engage with technology autonomously, according to one's own choices. This foundational concept, coined by Jörn Lengsfeld, emphasizes the importance of individual agency in the digital realm. WINS extends this concept within the Digital Choice Framework to empower individuals in assistive technology and disability support programs, enabling them to make informed decisions about the technologies they use, thereby fostering independence and self-advocacy. See: Jörn Lengsfeld, *Definition: Digital Self-Determination*, <https://joernlengsfeld.com/en/definition/digital-self-determination>.
- The Digital Choice Framework and Decision Pathway tools were developed by Tiffany Wilson, drawing on her expertise and insights into the implications of technology on user autonomy and decision-making in assistive technology contexts. This framework is particularly influenced by her paper: Wilson, T. (2024). *The Unintended Harm of IoT Devices in Assistive Technology Distribution Programs*. In 2024 IEEE European Symposium on Security and Privacy Workshops (EuroS&PW), Vienna, Austria, 658-665. <https://doi.org/10.1109/EuroSPW61312.2024.00080>.
- For a full list of sources that support the WINS Digital Choice Framework, please contact us at Questions@ChangeAccess.com.

About WINS

Established by Tiffany Wilson, an expert in assistive technology and accessible communications, [Wilson Inclusive Solutions \(WINS\)](#) is committed to advancing accessibility and assistive technology solutions that promote inclusion. With expertise in disability accessibility, project management, and program implementation, WINS partners with organizations to create equitable access for all.

As part of this mission, WINS leads the [Digital Empowerment Initiative](#), promoting ethical technology use for digital autonomy. It addresses gaps in digital literacy, privacy, and independent tech management, ensuring internet-connected devices empower rather than restrict.

