

Supporting Digital Choice: Smart Home Safety

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Considerations and Communication

Disclaimer

- All brand names and trademarks are property of their owners
- Participants implement any strategies at their own risk and discretion

Communication Access

- All communication styles are important and welcome
- Respect diverse perspectives and contributions
- Questions will be answered at the end of the presentation
 - Add them to the Q and A section of Zoom
 - Alternative ways for asking questions available

Person-Centered Digital Autonomy

Digital self-determination* means user control over tech choices

Digital Choice Framework

- Built on person-centered practices
- End users drive technology implementation decisions

Boundaries in Digital Spaces

Account Ownership

- End users control their own accounts

Professional Separation

- Never use your personal devices or accounts

Privacy Boundaries

- Protect sensitive information and respect privacy

Financial Separation

- Maintain clear boundaries with purchasing

Technical Role Limits

- Refer to qualified specialists instead of implementing yourself

Privacy and HIPAA considerations

Key Points

- Smart home devices may capture protected health information
- Most cloud services are not HIPAA compliant

Key Principles

- Health information belongs to the end user
- Staff should not have independent access
- End users or guardians control account management
- When in doubt, protect privacy

Digital Choice and You

Your Role

- Champion digital autonomy
- Not control technology decisions

You Are

- Digital Choice advocates

You Promote

- Technological self-determination

Digital Choice Decision Pathway*

Evaluates requests related to:

- Account creation
- Device sharing
- Financial handling
- Information access

*Complete tool in the handouts

Changing Lives: Internet Based Technology



Smart Home Devices for Independence



A decorative vertical bar on the left side of the slide, composed of four columns of colorful geometric shapes (circles and rounded rectangles) in teal, yellow, pink, and green.

Common Situations

Account Management

End users often request or need assistance setting up accounts

Creating accounts for others can lead to:

- Unclear ownership
- Privacy violations
- Dependency
- Loss of digital independence

Account Management: Scenario

Maria received an Amazon Echo as a gift and asks:

"Can you just set it up for me? I don't understand technical things."

What would you do?

- A. Set it up using your Amazon account
- B. Create an account in her name
- C. Connect her with resources or supports
- D. Tell her not to use tech she doesn't understand

Privacy Boundaries

Smart home devices that capture personal information

Key Observations:

- Smart devices often record and store sensitive information
- Most cloud storage is not HIPAA compliant
- Privacy in digital spaces deserves respect
- End users control placement and usage of monitoring devices

Privacy Boundaries: Scenario

Robert's family wants to install a camera in his bedroom to "keep an eye on him" at night and asks for your help setting it up. Robert hasn't expressed an opinion.

What would you do?

- A. Install camera as requested
- B. Connect them with experts
- C. Install but position "discreetly"
- D. Tell them to figure it out themselves

Financial Boundaries

Requests involving financial information

Key Points:

- Never share your payment methods
- Maintain financial separation
- Be cautious about encouraging purchases
- Consider long-term cost implications

Financial Boundaries: Scenario

James asks:

"Can you help me set up my account and figure out how to pay for apps on my iPad?"

What would you do?

- A. Set up account using his credit card
- B. Connect her with resources or supports
- C. Create account but tell him to add payment later
- D. Set up using your card until he can add his own

Tech Support Boundaries

Providing technical support beyond your role

Key Points:

- Know when to refer to specialists
- Keep information with the end user
- Understand the limits of your technical role
- Connect with appropriate resources

Tech Support Boundaries: Scenario

Susan has forgotten her email password and asks:

"Can you create a new account for me and keep the password in case I forget again?"

What would you do?

- A. Create account and store password securely
- B. Create account but have her store password
- C. Recommend specific password solutions
- D. Connect her with resources or supports

Resources: Pennsylvania

Digital Literacy Resources

- Digital Navigator programs (Southeast, PA)
- Computer Reach (Western, PA)
- Online programs
- Local libraries and community centers

Assistive Technology (AT) Experts

- Find your local AT resource center through TechOwl

Technical Support Options

- Device or assistive technology specific support contacts
- Authorized repair locations
- Accessibility support lines

Closing: Supporting Digital Choice

Remember:

- Maintain clear boundaries
- Connect with appropriate resources
- Champion digital autonomy
- Unintended harm is still harm

Questions?

Ways to ask questions:

- Zoom Q and A (preferred)
- Live (for those who require alternate access)

If you would like to ask a question live, please do the following:

- Use the raise hand tool and wait to see if you are approved
- Once approved, turn on your camera (for lipreading access)
- Keep question brief, allow time for processing
- Turn off camera after asking question

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If you'd like a certificate of attendance, email Questions@ChangeAccess.com