

SPEAK2 IMPACT GUIDES

Follow along with the Resident Booklet and the Knowledge Base. It's assumed you're currently using each feature and your community is trained. Based on your setup and features, some points will be more or less relevant.

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ALEXA BASICS

Introduce the device, demonstrate how to ask simple questions, and the basic functionality of the device.

- Emphasize Alexa is voice-activated and will only respond it's "wake word".
- Refer to Alexa as a community kiosk or community assistant in their apartment
- Their new Alexa is like a part of their apartment, like their bathroom and cable box
- Alexa is like a clock radio that you can talk to
- You don't have to turn Alexa "on". She turns on once you say her name. Similar to a clock radio, you keep it plugged in

1. INTRODUCE ALEXA

- Explain Alexa is a community concierge in their apartment. It knows about the community and can answer questions.

2. DEMONSTRATE

- Tell them to talk to Alexa like a pet or kid. Don't use please or thank you. She gets confused.
- Ask for the weather, time, date, volume, set a reminder, set an alarm

3. CHEAT SHEETS & PRACTICE

- Use the first pages of resident playbook as cheat sheets. Encourage residents to set a reminder or ask for the weather with their device.

STAFF RESOURCES

Encourage all community staff to engage with the device by asking the time, weather or set a reminder for the resident when visiting their room.

- [Resident materials](#)
- [Alexa settings](#)
- [Manage Alexa](#)

REMINDERS, ALARMS & TIMERS

Simple ways to create reminders for medication, birthdays, events, or an upcoming TV show.

- Reminders are recommended over alarms because you can provide details on what you want to be reminded of. Alarms will only ring at the time.
- Reminders and alarms can be recurring and will not be deleted if a device is unplugged
- Alexa will have a dialogue about your reminder or alarm about when you want it to occur, what it is about, and how often

1. HELPFUL REMINDERS

- Brainstorm with your team about helpful examples to demonstrate (e.g. meal times, medications, appointments)

2. DEMONSTRATE

- Create reminders live and provide examples of reminders they can create on their own
- Show them how to ask for future reminders or delete any reminders

3. PRACTICE

- Share examples with residents on helpful reminders for them
- Ask them to create a reminder for an event that week or a birthday

STAFF RESOURCES

Encourage all community staff to assist with one resident per day making a reminder on their Alexa.

- [Resident printout](#)
- [Alexa settings](#)

COMMUNITY CONTENT

Demonstrate community information and content such as the menu, calendar, start my day and announcements/notifications.

- Highlight the simple phrases (e.g. Alexa, what's on the menu) and remind them to talk to Alexa like a pet or little kid
- Only the specific phrases provided in the playbook will work

1.CHECK YOUR CONTENT

- Review the your content available in your portal

2.DEMONSTRATE

- Show how to ask for the menu, specific meals, the calendar or check in
 - Alexa, what's on the menu
 - Alexa, what are the activities
 - Alexa, start my day
 - Alexa, is the mail in

3.CHEAT SHEETS & PRACTICE

- Reference the resident cheat sheets. Ask them to ask Alexa every day.

STAFF RESOURCES

Print fewer paper copies and encourage residents to use Alexa or the neighbors app to find content.

- [Resident materials](#)
- [Community content](#)
- [Service activity calendar](#)

CALLS & COMMUNICATION

A hands-free tool to make and receive audio/video calls. Make video calls, audio calls or send messages with the Family or Staff app.

- Alexa cannot call 911, international numbers, or extension numbers
- Other phones, numbers, computers, etc., are not required
- Calls cannot be transferred or connected to an additional phone, headphone, or speaker
- Contacts in your “Community Contacts” are available to every resident
- Residents can call each other’s Alexa, but must be added as contacts on the web (room to room)
- “Cell-Landline” calls are outgoing only and displayed as a random number

1.FAMILY APP & COMMUNITY CONTACTS

- Invite yourself to the family app and check your community contacts

2.DEMONSTRATE

- Make an outgoing call to a landline or cell phone (like a community contact)
- Make an outgoing call through the family app
- Show how an incoming video call will appear from the family app

3.CHEAT SHEETS & PRACTICE

- Share a list of available contacts and steps to call any personal contacts
- Invite families to the family app or inform residents when their contacts are added

STAFF RESOURCES

Help residents call a family member on their Alexa. Practice with them and create personal cue cards as reminders if needed.

- [Resident printout](#)
- [Resident contacts](#)
- [Community contacts](#)
- [Family app](#)

MUSIC, NEWS & MORE

Highlight entertainment value, including news, music, radio, sports and select podcasts.

- They can only play radio stations. There are no paid music accounts (e.g., Spotify, Audible, Amazon Music)
- Compare Alexa to a juke box. Juke Box take money to pick a song. This Alexa does not take any money, so we can't pick a song.
- Some radio stations will play advertisements, which is how it's free for us, just like a car radio
- iHeart Radio, TuneIn Radio and Free Amazon Music Radio are available
- Podcasts, games or other skills may not work and are dependent on their creator. Speak2 does not own them or know their schedule

1. PRACTICE

- Practice a few key artists and have music playing while residents join

2. DEMONSTRATE

- Ask for radio, artist, sports, news station or music genre
 - Alexa, play 60's music
 - Alexa, play CNN
 - Alexa, play the Beatles

3. CHEAT SHEETS & PRACTICE

- Reference the resident cheat sheets regarding music

STAFF RESOURCES

Inform staff members they can play radio music, news or sports scores for any residents.

- [Resident music printout](#)
- [Resident reminders printout](#)
- [Alexa settings](#)

REQUESTS

Demonstrate using Alexa or the app as a community kiosk where they can reach specific departments, provide details on their ask and staff can follow up.

- Requests are first sent and then accepted. Residents can request a specific time, but it is not scheduled until a staff member accepts it.
- Residents are notified during every step (accepted, scheduled, reopened or rescheduled)
- Staff notifications determine which departments receive which requests

1. MAKE A REQUEST

- Say "Alexa, I need help"
- Ask for other departments:
 - "Alexa, I need maintenance"
 - "Alexa, I need housekeeping"

2. DEMONSTRATE

- Have a staff member ready to accept the request

3. CHEAT SHEETS & PRACTICE

- Provide residents a cheat sheet and encourage them to tell Alexa what they specifically need

STAFF RESOURCES

Practice with residents. Make the request with the resident or tell them, "You don't need me for that. You can get that help with Alexa. Let's ask together..."

- Resident materials
- Requests on staff app
- Staff logins and alerts

START MY DAY

Show how to use Alexa to check in and start your day. Set a strong morning routine and hear important information for the day.

- Residents are time-stamped when they check in on the app, web, or Alexa
- View trends and habits to help promote wellness and prevent unwanted outcomes
- When they check in, they hear community content such as the menu, calendar, messages, and more. This is dependent on what you have enabled and available in your portal
- Compiling content with the check-in process makes it less intrusive and more of a routine than a “check in”

1. CHECK CONTENT

- Go to the web and check what content is turned on and available to hear during the check in routine

2. DEMONSTRATE

- “Alexa, start my day”
- “Alexa, good morning”
- “Alexa, checking in”

3. CHEAT SHEETS & PRACTICE

- Remind residents to start every morning and add in fun questions or content for them to engage with

STAFF RESOURCES

Use the “Send Reminder” button to remind residents to check in. Modify the “Check in” group to include or remove certain people.

- [Resident printout](#)
- [Check in](#)

RESIDENT LIKES

Continuously collect resident likes and dimensions of wellness categories to recommend activities or find out well-liked or wanted activities/topics.

- The goal is to learn more about the person, where they are supplying the information
- See comparisons of resident likes and event attributes in the web portal
- Send automated reminders to events that people that match the event likes

1.CHECK OFF LIKES ON EVENTS

- Service calendar events should all have attributes/dimensions of wellness turned on

2.DEMONSTRATE

- Say "Alexa, ask me a question?" and Alexa will ask, "Do you like..." with a category.
- Show on the app or web the filled out preferences and how it's helpful for staff so they can host relevant, exciting events

3.CHEAT SHEETS & PRACTICE

- Ask residents to ask every day

STAFF RESOURCES

Check off the dimensions of wellness (or likes!) in each service or activity to make recommendations. Turn on auto-announcements to make automated reminders for relevant events.

- [Resident printout](#)
- [Resident Likes](#)
- [QoD](#)
- [Surveys](#)