

# Hilde (90 years)

## **Position (working life, current etc.):**

Formerly a teacher, lives in a two-family-house

## **Interests:**

She likes reading, solving puzzles and sudokus

## **Social setting(s):**

She is a widow and lives alone in her apartment on the ground floor in a two-family house. The younger daughter lives on the upper floor and is there to help. One daughter lives outside. 2 grandchildren and 2 great-grandchildren

## **Problems (related to ICT or problem solving in daily life):**

She doesn't like modern PC or mobile phone. She is in a very good mental state but physically very frail and in danger of falling.



## **“Working description”, what would s/he usually do with the service(s):**

Hilde has a SOS button to call a rescue organization. She would like to have a reminder that tablets must be taken. She hears very badly and so she would need optical signals that someone is ringing the doorbell or ringing the phone. A button would ´nt be bad, so she could open the front door while sitting. Hilde doesn't want to learn new things when it comes to computers. It should happen with the GUIDed application S2 (smart home control service).

## **Typical goals, tasks, situations:**

She would like to remain alone in her apartment and doesn't want to go in a retirement home, but she absolutely needs support.