

## Scenario 3: Carl at work in Drammen municipality

Drammen municipality is committed to invest in assistive technologies (AT) for its inhabitants. They also educate caregivers – both formal and informal – in the application of different ATs for a variety of end user requirements. Moreover, they have a strategy to recommend private purchase instead of always waiting for the provision of AT solutions by NAV (the Norwegian Labour and Welfare Administration), free of charge as the Norwegian healthcare law dictates for certain cases of functional decline.

Several types of apps are on their list of “municipality-approved” ATs, together with a large range of different household appliances and robots that can support daily life (i.e., consumer electronics). The apps that Drammen recommends cover such areas as social contact, nutrition, medication support, monitoring of physical activity and (map) services with accessibility information about physical environments.

For the private purchase, the municipality has created a brochure that exemplifies the cost and benefit of commercially available technologies. One of the benefits is receiving the AT now, not after formal requirement analyses, decision making processes and finally, provision by NAV. That might mean months. Another perspective that the brochure offers, is comparisons with the cost of different subscription services. People pay a lot for telecom services, streaming and digital newspapers and magazines. So, why not pay for incredibly useful app support? The brochure also describes that the smart devices that the end users already have, can be used for the apps. Carl also makes a great effort to influence NAV to accept apps on the list of AT that can be provided free of charge.

Carl has been the primus motor behind the AT strategy of Drammen. He himself attends the monthly meetings with the citizens and supports his co-workers in the technology strategy and dissemination of information.

The meetings are often arranged in the Helpful Home showroom with “loads” of different ATs, including – needless to say – apps. The newest addition is the GUIDed family of services. The showroom is open daily, and the personnel at the health care and citizen support department are always available for demonstrations. Larger groups can book a meeting room and demonstrations during the evening hours at a cost of 50 NOK per person. This week, GUIDed is the theme for an evening meeting with demonstrations of the setup, modes of use and the AR training facility. Many technologies have a “super user” among the employees, so that the demos can be arranged as realistically as possible. For GUIDed, Carl does this job himself.

After the GUIDed meeting, which was a great success, several families decided to subscribe GUIDed services. They would also receive a visit by the municipality’s home service to set up the GUIDed services, and to train them at home. Carl will do as many such visits as possible, partly because of personal interest, partly to promote such solutions among the inhabitants. For many, receiving a visit from the “techy boss” of Drammen is a treat!



