

ROBERT'S STORY



Robert, 65 years old, is a fresh member of a retirement community. He was divorced 15 years ago and has been living alone in a nice apartment since then. He has two children (who are living abroad) and Robert is the proud “gramps” of 5 grandchildren. Unfortunately, he doesn’t see them very often. Robert has few digital skills but he is willing to learn more about computers in order to communicate easier with his children and grandchildren, but also with his fellow seniors, former colleagues and friends. He also wants to have contacts with young people in the neighbourhood, not by writing long letters, but by short conversations (like online chats).



But, most of all, Robert has always been a professional engineer and a most skilled craftsman: he can build or construct almost anything useful in and around the house! He would certainly like to continue this kind of work in some way.

During a discussion at the “Senior Club”, he heard about the PALETTEV2 project and this made him curious. The friendly interface and the intuitive icons on the screen made the use of PaletteV2 very easy: he was happy with the video and audio tutorials explaining the features of the platform: “how to go there”, “how to create an account”, “how to start a chat”, and so on. Soon he got confident in using the platform. Now he experiences every day that adapted technologies turn ICT into a “friend” rather than a nasty “enemy”. Soon he started to share PaletteV2 with former and now distant colleagues, and since then they resumed contact at a weekly basis.



His most important use of PaletteV2 is based on the platform function to match people, services they seek or offer and activities. Robert was pleased to learn that PaletteV2 could use the information in his personal profile to look for matches with people having similar skills and interests. The fact that his skills in constructing and restoring furniture (among other things) were mentioned in his profile resulted in suggestions made by the system to contact seniors in his neighbourhood. Besides these individual matches, PaletteV2 pointed also to a hobby club uniting more than fifty members who were doing all kinds of technical building and restoring. After seeing this suggestion, Robert visited the group and decided to work with them, starting with one day a week. These days appeared soon to be most pleasant and now he spends at least two days a week here. He also kept in contact with the other "matching technical fellows" and they are making individual appointments (using the platform of course) to visit each other and build things for special occasions, like wooden toys for birthdays of grandchildren.



He lead his digital experience a major step forward by taking some lessons in online communication, combining video and telephony. He did this just by using a simple tutorial that the system helped him to find. Now, he is regularly seeing and talking to his children and grandchildren and he can tell proudly about the things they do to his fellow seniors.

For Robert, life is much better now!