



Technology Innovation: Solving problems we don't have.

Whistler, BC, May 27, 2024

Our Speakers.



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Exploring key themes.

- Tech for business *vs* tech for residents
- Creating efficiency *vs* creating experiences
- The resident of today *vs* the resident of tomorrow
- ...the *when, how, and why* of tech
- ...the impact and use of AI.
- Understanding that the spectrum of attendees spans across LTC & Retirement

Understanding the user experience.



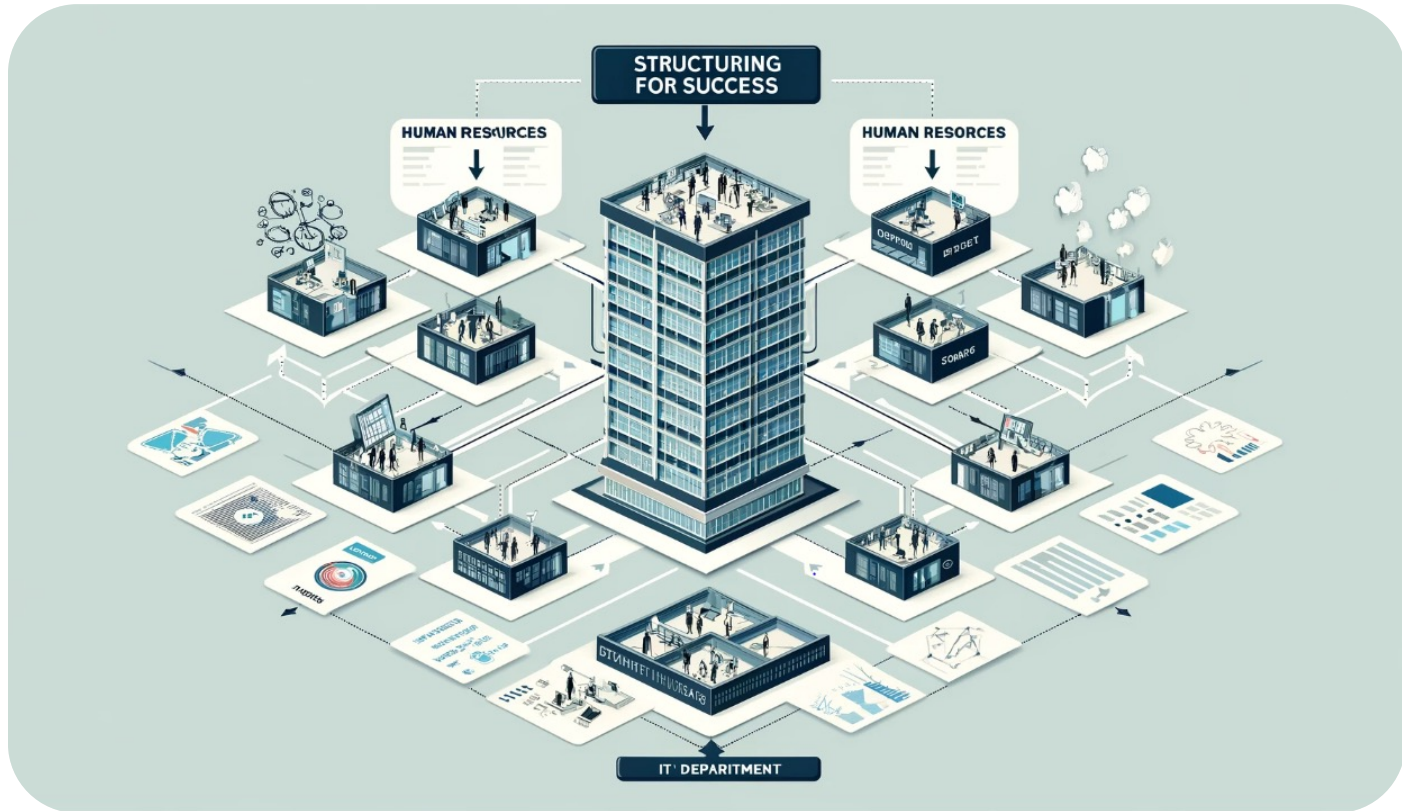
Tech for business vs Tech for residents.



Sales Team Perspective.



Structuring for Success.

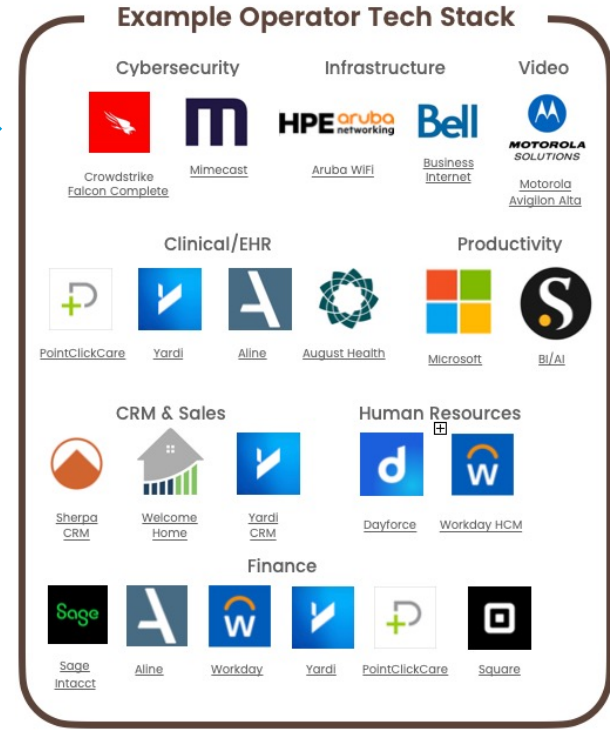


Perspective from the IT Team @ Schlegel Villages.



Build your Core Infrastructure.

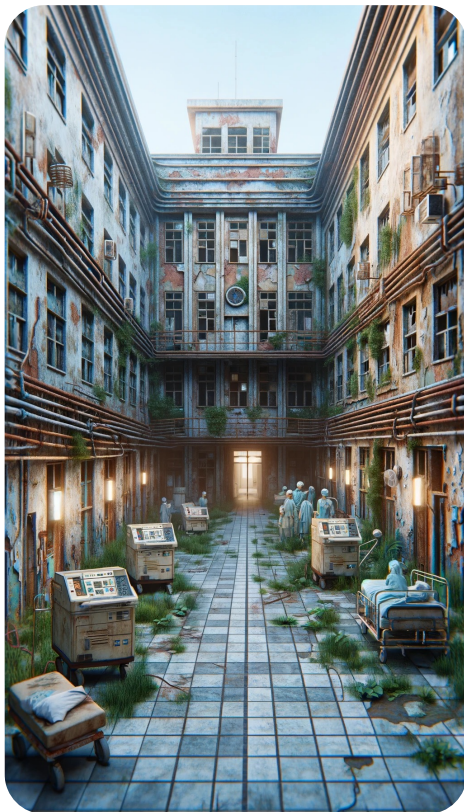
- WiFi
- Internet
- Cybersecurity
 - Impact of cyber attacks
 - London Drugs recent example
 - A multi-layered approach
 - Include awareness training



Innovate the delivery of dry topics.



But This is Expensive How Do We Make it Happen?



Partnerships & Funding Opportunities.



Creating efficiency vs Creating experiences.



Creating efficiency = Creating experiences.



Dining Room Staff Augmentation.

- Chronic short staffing in larger dining rooms in retirement
- Over-reliance on agency leads to increased cost and less personalized service
- Improve resident satisfaction with meal temps
- Increase resident engagement by team members



Rosie the Robot...



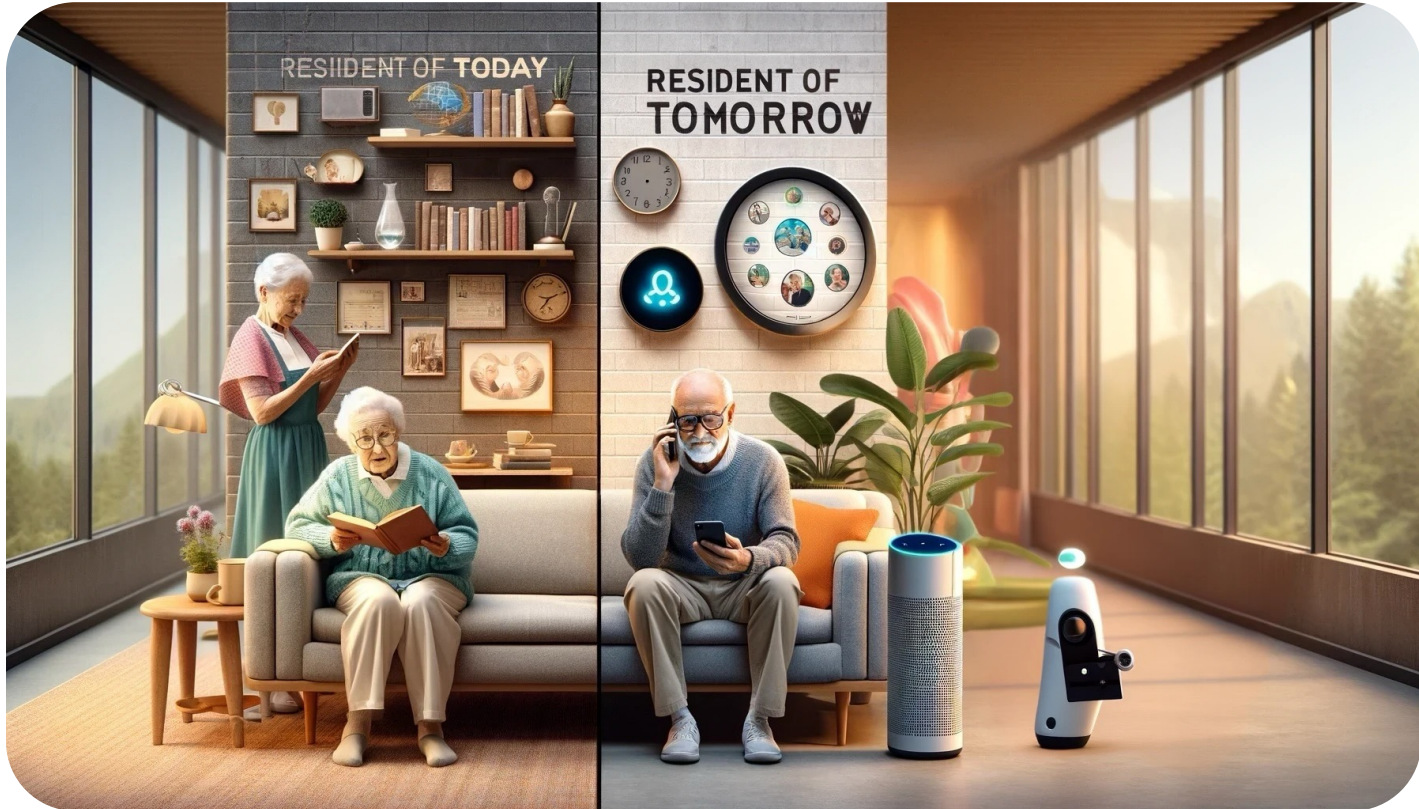
Will it work everywhere? ([link](#)).

- Operational readiness: is the team stable, will they embrace and adopt the tech, are there other pilots going on?
- Dining room: 2,000+ sq ft, consistent flooring, minimal thresholds, 1m b/e chairs, 3m b/e tables for optimal travel paths
- 3+ travel paths covering 80%+ area, delivery areas available, serverly/staging, some ceiling < 3m, parking/re-charging area

The Idea Explorer framework.



Resident of today vs tomorrow.



What Does Mary Think About Technology?



Fear is a Factor.

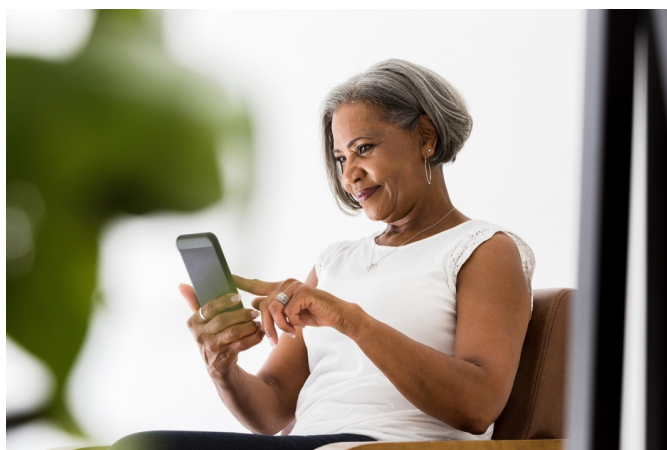
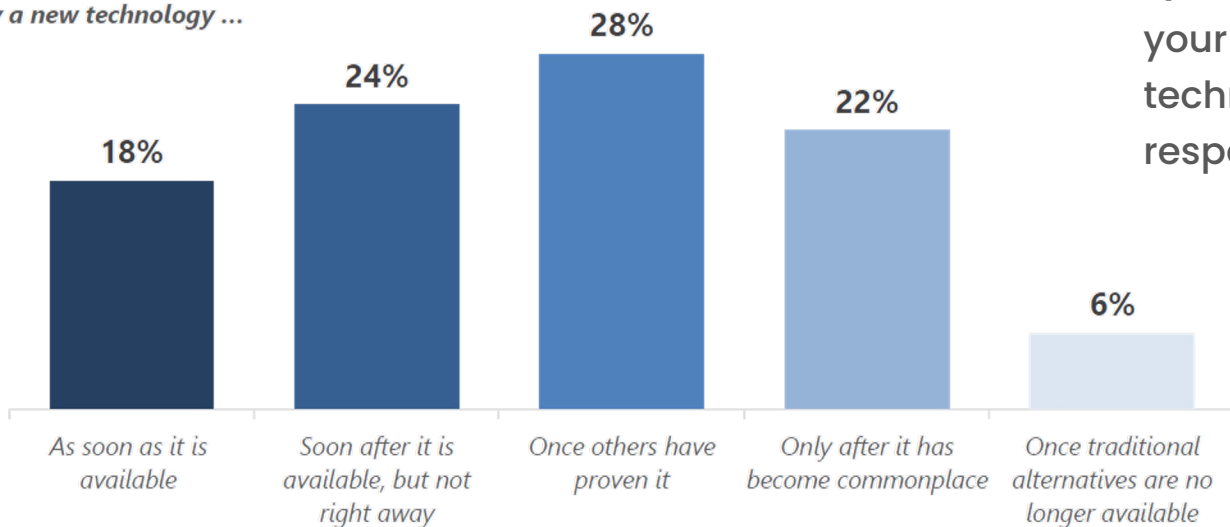


Boomers' Relationship with Technology

Adoption of New Technologies

Percentage of Respondents

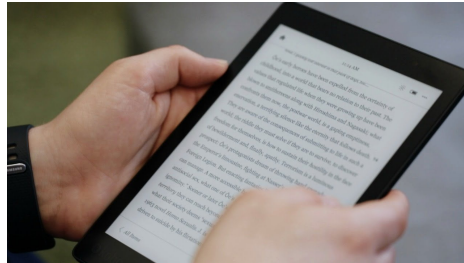
I buy a new technology ...



Q1. How would you describe your adoption of new technologies? Base: All respondents (n=2,004)

Personal Attitude

- I enjoy reading books/eReaders
- I like to have technology that makes life easier
- Apps make my daily routine easier
- I tend to read as many books from the same author as I can find
- It is important for me to synchronize all my electronic devices



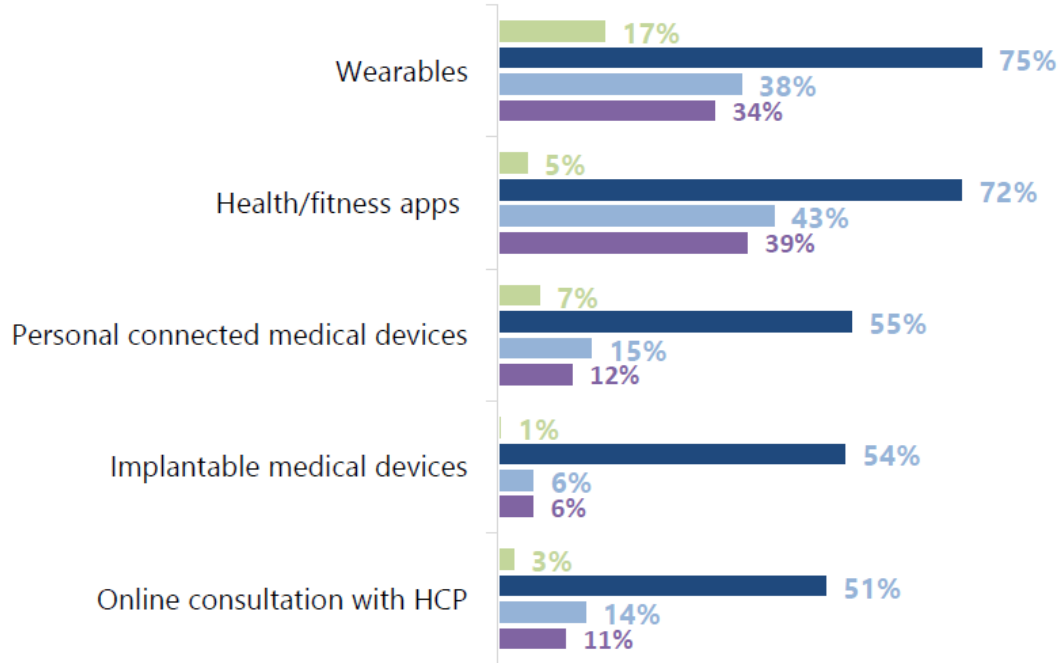
Tech Ownership

- Smartphone
- Tablet
- eReader
- Smartwatch

Wearables and health/fitness apps lead the way in both awareness and current use

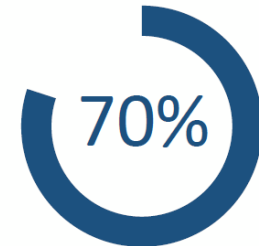
Awareness and Usage

Percentage of Respondents



- Aware (spontaneous)
- Aware (prompted)
- Ever used
- Current use

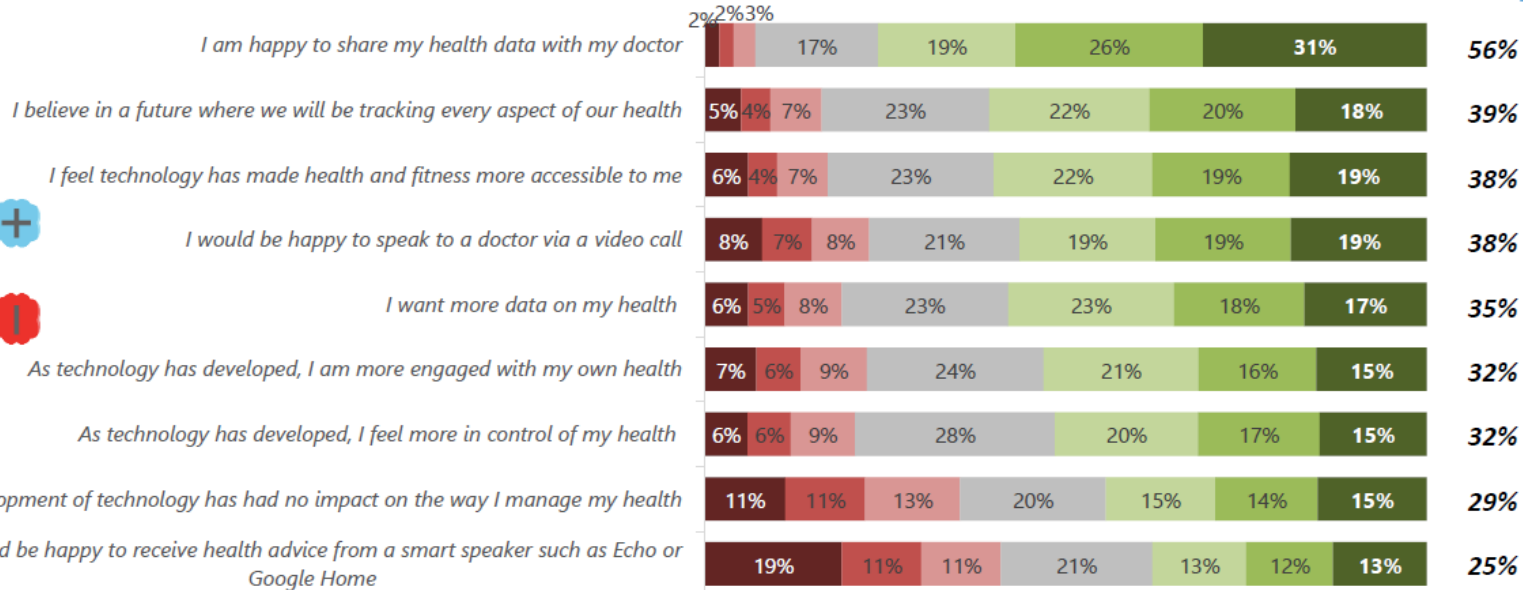
Likely to Use Digital Health Solutions in the Future to Improve Overall Health
(% extremely/fairly likely)



Happy to share their health data with their doctor as technology provides easier access and increases engagement with their health

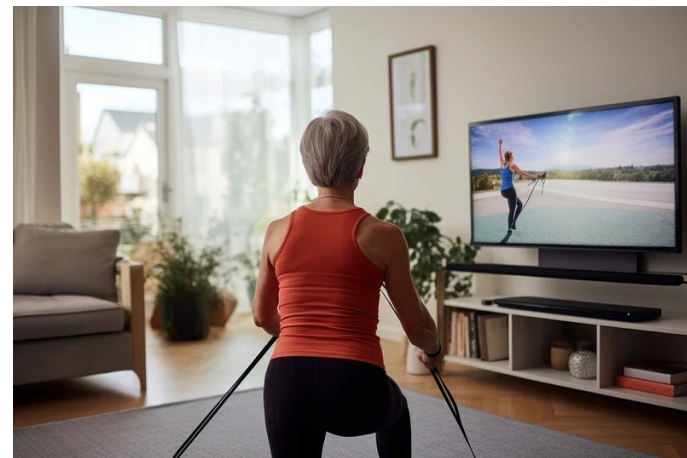
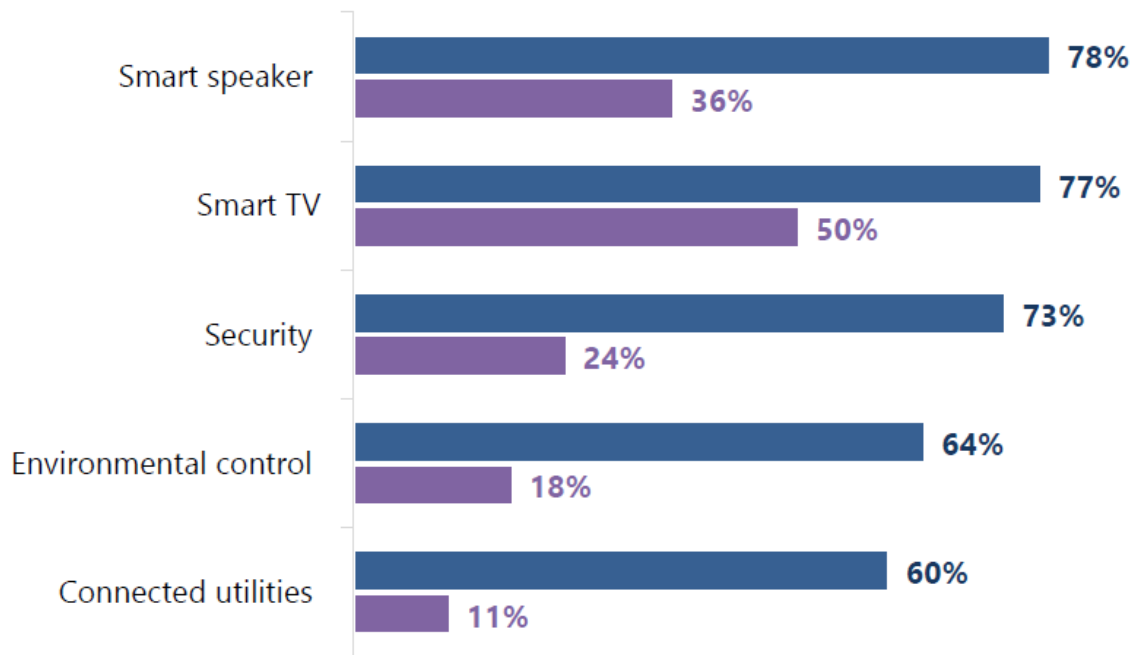


■ 1 - completely disagree ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 - completely agree



Awareness and Usage of Smart Home Technologies

Percentage of Respondents



■ Aware ■ Use

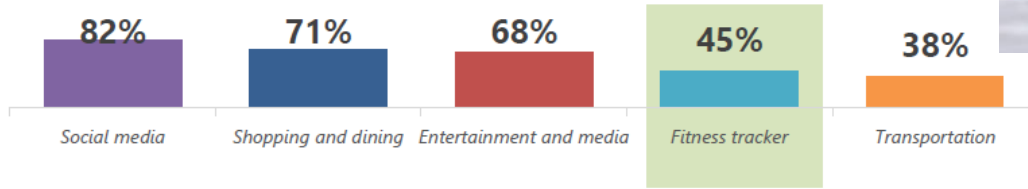




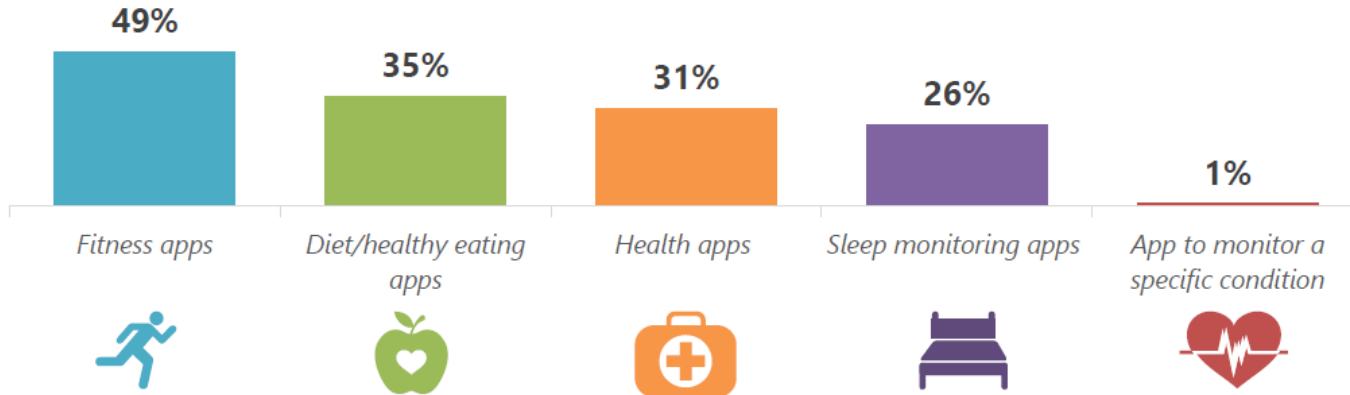
App Usage

Percentage of Respondents

Apps currently used



Specific health app ever used



Future Service Types



Digital Literacy

Which one is the right tech?

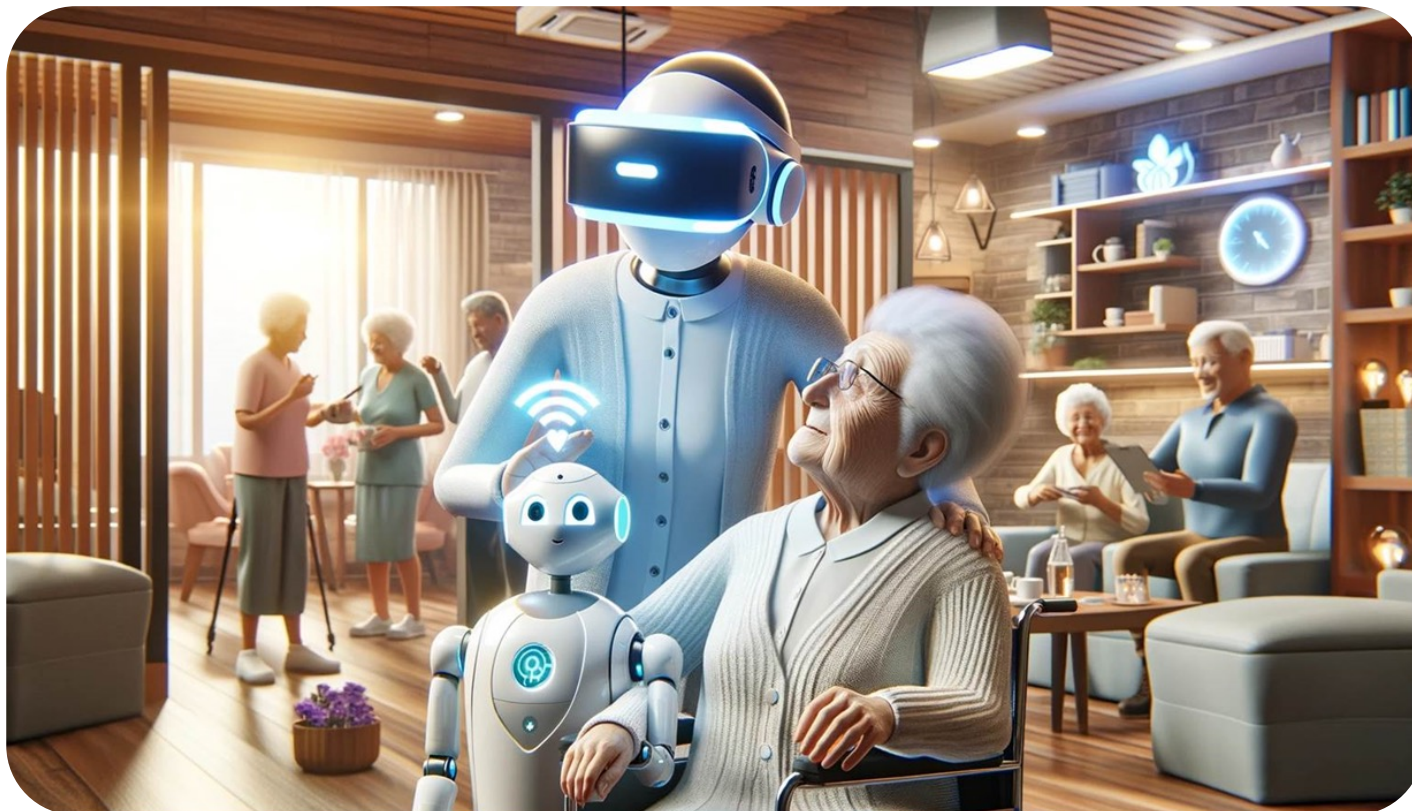
Whose system works with whose?

How to implement, teach, and sustain?

Does it help me?



The Role of AI In Senior Living.



Wearable AI Pendant.

Transcribes & summarizes conversations.

Imagine the potential for our care teams
for assessment notes?

How would this change point of care?



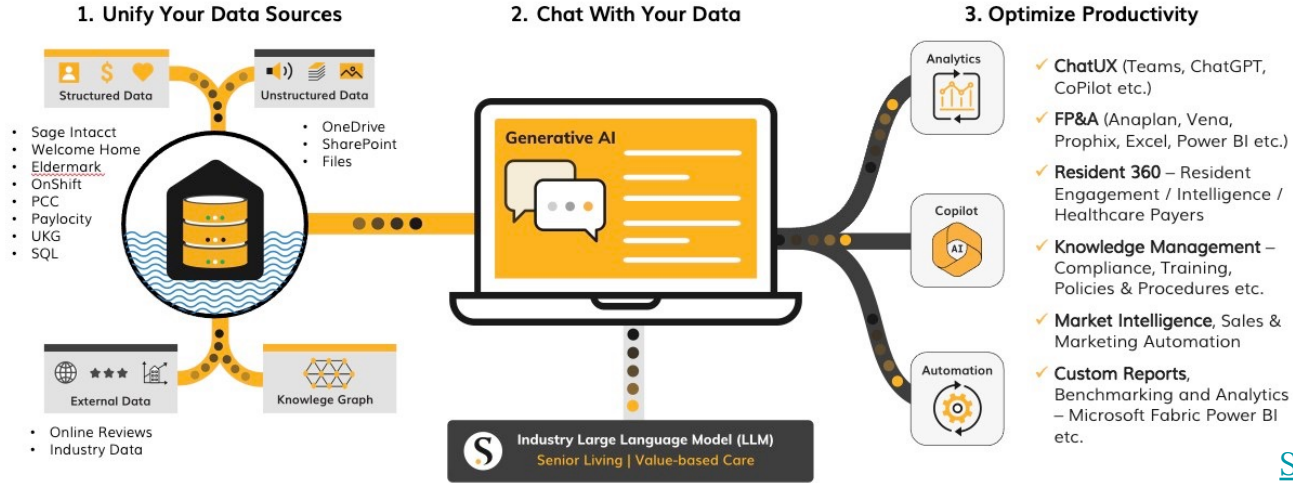
[Limitless.AI](https://www.limitless.ai)

Talk to your unified data using AI.



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We unify data sources into complete data models enabling Analytics, AI & Automation for optimized productivity.



[SkyPoint.AI](https://www.skypoint.ai)

No IT? Supplement with SkyPoint Professional Services:

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Key takeaways.

- Build your infrastructure – internet, WiFi, cybersecurity
- Listen to your residents & team members
- Be intentional, & use tools to help you, like [Idea Explorer](#)
- Experiment with AI – ChatGPT-4o, etc
- Ask for help

Speaker contact info.



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Q & A

Resources to explore further.

- AgeTech Labs – product reviews, tech selection tools for operators & innovators, Idea Explorer chatbot (www.agetechlabs.ca)
- Best Buy Digital Citizen - (digitalcitizen.bestbuy.ca)
- Space upgrades bulks purchases - Best Buy Business Call 1-877-423-3429
- Research Institute for Aging (the-ria.ca)
- [CABHI D+A](#)