Although it is imperative for individuals to practice social distancing as we combat COVID-19, social distancing does not have to result in complete social isolation. To mitigate these circumstances, the Florida Department of Elder Affairs (DOEA) and the Alzheimer’s Association have developed an initiative called **Project: VITAL (Virtual Inclusive Technology for ALL)**.

This project will support the well-being of seniors, their families and caregivers by allowing them to remain virtually engaged and connected through specially designed tablets that can access resources like music, books, games and the ability to video chat and email with family outside. It will also facilitate educational and support opportunities for staff through a video-based learning platform and offer opportunities for virtual and online education and support for families/caregivers at home.

The virtual platform and tablets are provided by iN2L (It’s Never Too Late). The tablets are preloaded with software programming, enabling residents to connect with their loved ones via video chat with a simple tap on the home screen. The tablet further fosters connection with family by creating individual profiles for every resident, with the added ability for family to add personal photos and videos to those profiles for residents to view whenever they like. Also included on the tablet is an expansive, easily personalized library of applications that supports cognitive, emotional, social, physical, and spiritual wellness for the ultimate person-centered engagement experience.

One of the benefits of the iN2L Tablet is that it is a managed enterprise device with the ongoing support of a nationally deployed technology partner. iN2L continuously monitors the tablets remotely to ensure that appropriate security and application updates are synchronized to devices connected to your network 24/7. Management tools provide the ability to remotely control upgrades and maintain system applications such as Video Chat, web browsers, games, and other core applications.
and required system security updates. All iN2L video chat sessions are encrypted end-to-end. Logged in residents authenticate using unique credentials to the tablet to access a unique and private address book. iN2L ensures that contacts and call history are kept private to each logged in user.

Security profiles are managed to ensure that identity information, passwords, and access limitations are updated consistently across all devices. Additionally, administrative controls allow for the ability to remotely disconnect or disable any unauthorized users or applications, further supporting security protocols.

Beyond security, the cloud based iN2L application conducts regular backups of individual profiles, core tablet data, and community configuration so that if there is ever a need for business continuity measures to kick in, you can be assured that resident and staff information is backed up and easily restored. All iN2L cloud-based applications are hosted within highly secure Amazon Web Services (AWS) data centers. iN2L partners with our using communities to utilize existing security policies and web filtering that should already be in place with their network setup, those will apply to anyone connecting to their WIFI.

For more information about this program, contact John McQuillan, Livable Communities Coordinator at LivableFL@elderaffairs.org.