



# Staying Connected: Lessons from The Field

- **Simona Valanciute**, President & CEO, San Diego Oasis
- **Brandon Harding**, Director of LifeLong Learning, San Diego Oasis
- **Amy O'Connor**, Office and Volunteer Manager, San Diego Oasis



**Select the Q&A icon** on your Zoom toolbar to submit a question to the speakers; or



**Check out our resource pages:**

- [www.EngageCA.org](http://www.EngageCA.org)
- [www.Aging.ca.gov](http://www.Aging.ca.gov)

# **Serving Older Adults Virtually: Lessons Learned**

**San Diego Oasis Team:  
Brandon Harding, Amy O'Connor,  
Simona Valanciute**

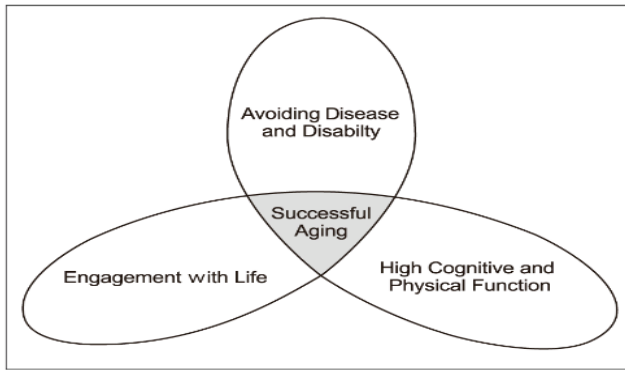
# **Overview - Simona**

**President & CEO**



# What is Oasis?

## Dr. Rowe and Kahn: Successful Aging



### Mission of Oasis



## THE WALL STREET JOURNAL.

"Being disconnected has its risks. Loneliness has the same impact on mortality as smoking 15 cigarettes a day."



# What happened to my job?

## Meet our Admin Staff Team



**SIMONA  
VALANCIUTE**  
President & CEO



**BRANDON  
HARDING**  
Director of Lifelong Learning



**KRISTEN AMICONE**  
Director of Intergenerational  
Programs



**JOLYN  
PARKER**  
V.P. of External Relations



**DAVID  
BEEVERS**  
Program Manager North County



**JOHN  
DUNNICLIFF**  
Tutoring Program Coordinator



**AMY  
O'CONNOR**  
Office & Volunteer Manager



**KELLY  
JOHNSON**  
Marketing Coordinator



**JOANNE  
BONCHER**  
Regional Trainer & Tutor  
Coordinator East County

*Teaching Staff Team: Not pictured*

# Oasis: Before and After

## **Before Covid19**

Every week, 5,500 people gathering at 2 full time and 30+ part time locations

<https://youtu.be/jtyBYn5m5cY>

## **After Covid19**

Every week, 600 people gathering at Virtual Oasis (US, Canada, Mexico, China)



# Transitions: Timeline

Friday, March 13: Oasis closes for member access

Sunday: training on Zoom

Mon - Fri: instructors teaching virtually in Oasis classrooms with staff support

Monday, March 23: Oasis fully closed, everyone virtual 100%

# Thirst for Tech Skills

## 1,000 people at Oasis Tech Fair

Nov 2019; free annual event; major sponsor County of San Diego AIS

<https://www.youtube.com/watch?v=EiJpwcDMpyA>

# Oasis Survey: Technology & Seniors

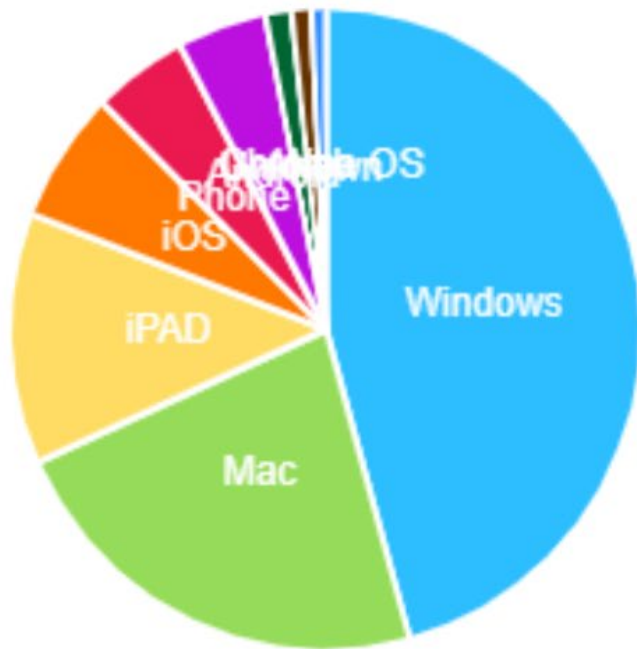
## **Barrier to using new technology?**





- 72% Lack of familiarity with the new technology
- 51% Frustration learning to use new technology
- 50% No one to teach you/ teach too fast for understanding
- 42% Lack of technical support when needed

## **What is your preferred way to learn about today's new technology?**

- 60% In-person learning
- 23% Online workshops
- 15% From a child or grandchild

# 600 Currently on Zoom: Devices Used



Windows	45.74%(311)	
Mac	22.5%(153)	
iPAD	12.65%(86)	
iOS	6.62%(45)	
Phone	4.85%(33)	
Android	4.56%(31)	
Unknown	1.32%(9)	
Web	1.03%(7)	
Chrome OS	0.74%(5)	

# Transitions: Lessons

## **Positive:**

People change minds: instructors & members

Instant programs launched

Free programs

Grateful members

Daily staff meetings, daily learning & pivoting

New talents discovered; new ideas launching

Laptop lab deployed

Oasis going global

## **Challenging:**

Covid19 positive

Zoom Bomber

Registrations & passwords

Barriers: devices, technology skills, support & training

# **Programs - Brandon**

**Director of Lifelong Learning**



# San Diego Oasis: Prior to Coronavirus

- On a typical day, Oasis will host 20-30 programs throughout San Diego County.
- Primary program sites:
  - Grossmont Lifelong Learning Center
  - Grossmont Wellness Center
  - Escondido Senior Center
- Topic diversity: fitness, art, philosophy, technology (PC and Smartphone training), languages, history and more.

# Transitioning Programs Online

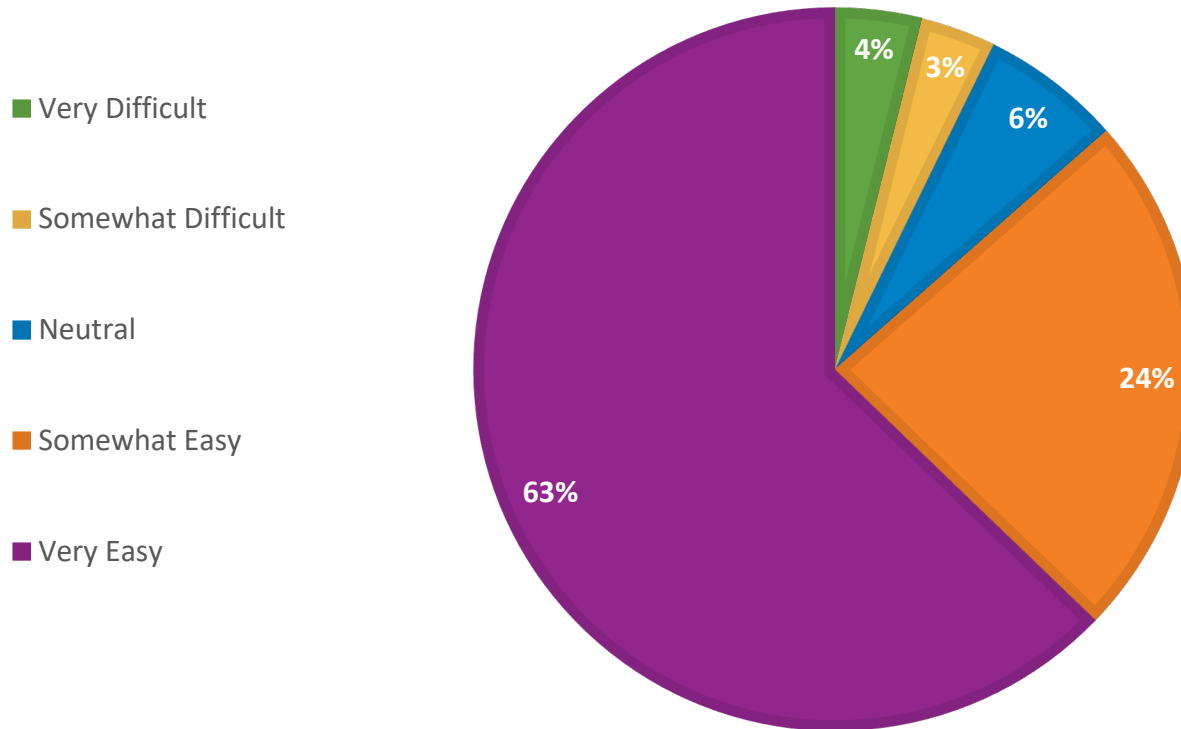
- What programs would successfully transition online?
  - What programs would members respond to given this unique situation?
- Educating instructors
  - Zoom training
    - Two “basic skills” webinars
    - One-on-one training sessions
    - Staff members remain in the meeting

# New Online Programs

- Scheduling shift
  - Oasis typically books programs in advance for our 4 month catalog. With the shift online, we are now booking 3-30 days in advance.
  - Greater opportunity for dynamic booking
- Staff challenges of physical distancing
  - Programming team
    - Virtual meetings via Zoom
    - Utilizing Dropbox

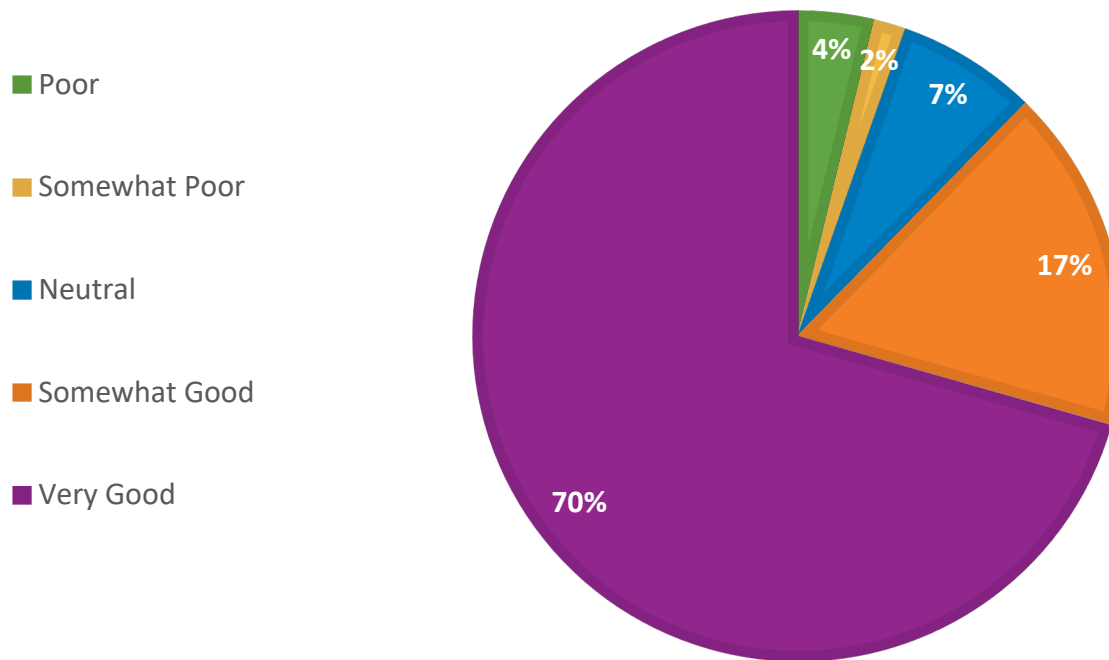
# Evaluations (Zoom Edition)

FOR YOU, WAS ZOOM DIFFICULT OR EASY TO USE?



# Evaluations (Zoom Edition)

HOW WOULD YOU RATE YOUR ONLINE EXPERIENCE AT OASIS?



# **Operations – Amy**

**Office & Volunteer Manager**



# Operations

- In-Person to Online Overnight
  - Membership shift
    - Early adaptors
    - Tech challenges
    - Non-adaptors
- Processing account change requests
- Regular staff online meetings
  - Confirm project plans/implementation
  - Feedback on what is working v. not working

# Operations: Member Outreach

- Communication to members
  - Eblasts
  - Call trees
  - Voicemail messages
- Website updates
  - Class information
  - Zoom access help
- Member help links
- Program with community partners for members who want to participate but have limitations (device access, internet connection, tech knowledge).
  - Launching in May

# Operations

- Internal video production
  - Member testimonial videos
  - Messages from the President & CEO
  - How to videos
    - [Dos and Don'ts of Zoom](#)

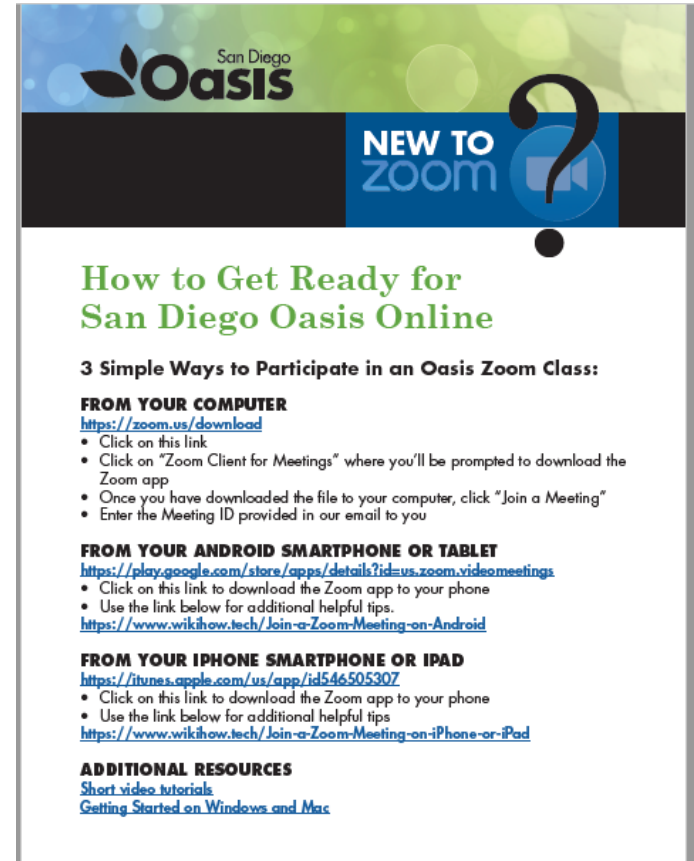


- Class schedule coordination

Date	Host	Time And Duration	Class #	Title	Instructor	Login Information	Meeting ID	Pas\$word	Phone Number
SUNDAY Apr 19									
	Facebook	10:00 - 11:00	FREE	[Pablo Sainza-Vilegas   Spanish Guitarist] ( <a href="#">Recording</a> )		Facebook.com/pablosainzavilegas			
MONDAY Apr 20									
Kelly		9:00 - 9:20	40	FREE [Musical Moments with Chris Burns ( <a href="#">Recording</a> )	Chris Burns	<a href="https://zoom.us/j/829615170?pwd=MlFMcEZhcnQyYUJkdjZDVHZEaTlqQT09">https://zoom.us/j/829615170?pwd=MlFMcEZhcnQyYUJkdjZDVHZEaTlqQT09</a>	825-615-170	725792	669 900 6833
Kristen		10:00 - 12:00	573	Intro to Social Media	Clark Krane	<a href="https://zoom.us/j/9780022697?pwd=RUlScG5VbGV6SDBBdWwvRkRCbzIuTG09">https://zoom.us/j/9780022697?pwd=RUlScG5VbGV6SDBBdWwvRkRCbzIuTG09</a>	978-3022-8975	647607	669 900 6833
Simona		10:30 - 11:40	44	FREE [Canseling During COVID-19: Be Well and Stay Commeded] ( <a href="#">Recording</a> )	Rolandus Kausas	<a href="https://zoom.us/j/3986435917?pwd=N3RMRVRSIjNmxNbWVYTtQDUWUeUT09">https://zoom.us/j/3986435917?pwd=N3RMRVRSIjNmxNbWVYTtQDUWUeUT09</a>	388-643-531	450813	669 900 6833
Kelly		1:00 - 2:00	125	Tai Chi Chuan: Beginners	Rat Griffin	<a href="https://zoom.us/j/9339751744?pwd=dWkxSzRucDkKVCNlSGVSM2o5RkdxOT09">https://zoom.us/j/9339751744?pwd=dWkxSzRucDkKVCNlSGVSM2o5RkdxOT09</a>	933-9751-7444	957113	669 900 6833
TUESDAY Apr 21									
Kristen		9:00 - 9:20	41	FREE [Mindful Meditations with Mary ( <a href="#">Recording</a> )	Merry Woodruff	<a href="https://zoom.us/j/374037472?pwd=SGBGfUprRXFnagQUV3VWVnUldGUQ09">https://zoom.us/j/374037472?pwd=SGBGfUprRXFnagQUV3VWVnUldGUQ09</a>	374-037-472	411185	669 900 6833
Kristen		10:00 - 12:00	525	Thriving In Retirement] ( <a href="#">Recording</a> )	Virgie Brager	<a href="https://zoom.us/j/723059593?pwd=ZWVScDZmM2NmM0YVZlNGVhZGQ9OT09">https://zoom.us/j/723059593?pwd=ZWVScDZmM2NmM0YVZlNGVhZGQ9OT09</a>	723-595-9933	963258	669 900 6833
David		10:00 - 11:30	540	Roving the Red Planet!	Gerald Williams	<a href="https://zoom.us/j/913183883?pwd=ZWVScDZmM2NmM0YVZlNGVhZGQ9OT09">https://zoom.us/j/913183883?pwd=ZWVScDZmM2NmM0YVZlNGVhZGQ9OT09</a>	913-1636-8855	726982	669 900 6833
Kelly		10:00 - 11:00	139	Andant Egypt ( <a href="#">Recording</a> )	Lola Sparrowhawk	<a href="https://zoom.us/j/944928374131?pwd=SBBCQWUwYmFYb2ZhcDQUNGN5WmQ9OT09">https://zoom.us/j/944928374131?pwd=SBBCQWUwYmFYb2ZhcDQUNGN5WmQ9OT09</a>	945-2837-4131	814486	669 900 6833
Kelly		1:00 - 2:00	45	FREE [Slow-Jam with Chris Burns	Chris Burns	<a href="https://zoom.us/j/93309505631?pwd=SEJCQWUwYmFYb2ZhcDQUNGN5WmQ9OT09">https://zoom.us/j/93309505631?pwd=SEJCQWUwYmFYb2ZhcDQUNGN5WmQ9OT09</a>	933-0950-5617	339252	669 900 6833
Login in Simona's Aod	David	1:30 - 3:00	462	Conversational Spanish (Cont'd) ( <a href="#">Recording</a> )	Danisa Mardones	<a href="https://zoom.us/j/891022810?pwd=ZkYkVTJlcjZlOWQ0RVRYVmhRcmllYmVud09">https://zoom.us/j/891022810?pwd=ZkYkVTJlcjZlOWQ0RVRYVmhRcmllYmVud09</a>	891 022 810	235927	669 900 6833
WEDNESDAY Apr 22									
Kelly		9:00 - 9:20	40	FREE [Musical Moments with Chris Burns ( <a href="#">Recording</a> )	Chris Burns	<a href="https://zoom.us/j/829615170?pwd=MlFMcEZhcnQyYUJkdjZDVHZEaTlqQT09">https://zoom.us/j/829615170?pwd=MlFMcEZhcnQyYUJkdjZDVHZEaTlqQT09</a>	825-615-170	725792	669 900 6833
Amy		10:00 - 11:00	120	Instagram for Newbies	Danny Golden	<a href="https://zoom.us/j/92855120037?pwd=SDZlbnRlMTg0RmZlZmVkaSBlbGU09">https://zoom.us/j/92855120037?pwd=SDZlbnRlMTg0RmZlZmVkaSBlbGU09</a>	928-5512-0037	977009	669 900 6833
Kelly		10:00 - 10:30	130	FREE [Make Your Own Mask	Libby Eat	<a href="https://zoom.us/j/93805728561?pwd=SGElcGlucDZmM2NmM0YVZlNGVhZGQ9OT09">https://zoom.us/j/93805728561?pwd=SGElcGlucDZmM2NmM0YVZlNGVhZGQ9OT09</a>	938-0572-8561	631521	669 900 6833
New Link									
Simona		10:30 - 11:30	42	FREE [Grief Support Group ( <a href="#">Recording</a> )	Rolandus Kausas	<a href="https://zoom.us/j/4963902300?pwd=blRlc0ZmM2NmM0YVZlNGVhZGQ9OT09">https://zoom.us/j/4963902300?pwd=blRlc0ZmM2NmM0YVZlNGVhZGQ9OT09</a>	945-6590-2200	955017	669 900 6833
David		1:00 - 3:00	531	Intro to the Enneagram ( <a href="#">Recording</a> )	Russell Rowe	<a href="https://zoom.us/j/97067719307?pwd=VlplbnRURkQUNjVVZGhmcmRGRGF09">https://zoom.us/j/97067719307?pwd=VlplbnRURkQUNjVVZGhmcmRGRGF09</a>	970-5771-8907	429304	669 900 6833
Changed to Kelly	David	1:00 - 2:30	532	Celebrate Older Driver Safety Walk: Improve Your Driving Skills	Just Bonita	<a href="https://zoom.us/j/96162131200?pwd=SWwRPSNEMTA4bmRkbXRLRGQ9NU09">https://zoom.us/j/96162131200?pwd=SWwRPSNEMTA4bmRkbXRLRGQ9NU09</a>	969-6213-1206	643999	669 900 6833
THURSDAY Apr 23									
Kristen		9:00 - 9:20	41	FREE [Mindful Meditations with Mary ( <a href="#">Recording</a> )	Merry Woodruff	<a href="https://zoom.us/j/374037472?pwd=SGBGfUprRXFnagQUV3VWVnUldGUQ09">https://zoom.us/j/374037472?pwd=SGBGfUprRXFnagQUV3VWVnUldGUQ09</a>	374-037-472	411185	669 900 6833
Kristen		10:00 - 11:30	418	How Disneyand Imaginers Brought Animals and People to Life	James Keeline				

# Zoom

- Meetings v. Webinars
  - Meetings = More interactive
  - Webinars = Watching
- Security
  - Password protected
  - Staff host in each session

A graphic for San Diego Oasis Zoom classes. It features the Oasis logo at the top left, a 'NEW TO zoom' banner with a question mark icon at the top right, and a large question mark icon on the right side. The main text reads 'How to Get Ready for San Diego Oasis Online'. Below this, it lists '3 Simple Ways to Participate in an Oasis Zoom Class:' and provides instructions for three methods: 'FROM YOUR COMPUTER', 'FROM YOUR ANDROID SMARTPHONE OR TABLET', and 'FROM YOUR IPHONE SMARTPHONE OR IPAD'. Each method includes a link and a list of steps. At the bottom, there are 'ADDITIONAL RESOURCES' links for 'Short video tutorials' and 'Getting Started on Windows and Mac'.

**San Diego Oasis**

**NEW TO zoom**

**How to Get Ready for San Diego Oasis Online**

**3 Simple Ways to Participate in an Oasis Zoom Class:**

**FROM YOUR COMPUTER**  
<https://zoom.us/download>

- Click on this link
- Click on "Zoom Client for Meetings" where you'll be prompted to download the Zoom app
- Once you have downloaded the file to your computer, click "Join a Meeting"
- Enter the Meeting ID provided in our email to you

**FROM YOUR ANDROID SMARTPHONE OR TABLET**  
<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

- Click on this link to download the Zoom app to your phone
- Use the link below for additional helpful tips.  
<https://www.wikihow.tech/Join-a-Zoom-Meeting-on-Android>

**FROM YOUR IPHONE SMARTPHONE OR IPAD**  
<https://itunes.apple.com/us/app/id546505307>

- Click on this link to download the Zoom app to your phone
- Use the link below for additional helpful tips  
<https://www.wikihow.tech/Join-a-Zoom-Meeting-on-iPhone-or-iPad>

**ADDITIONAL RESOURCES**  
[Short video tutorials](#)  
[Getting Started on Windows and Mac](#)

# Volunteers

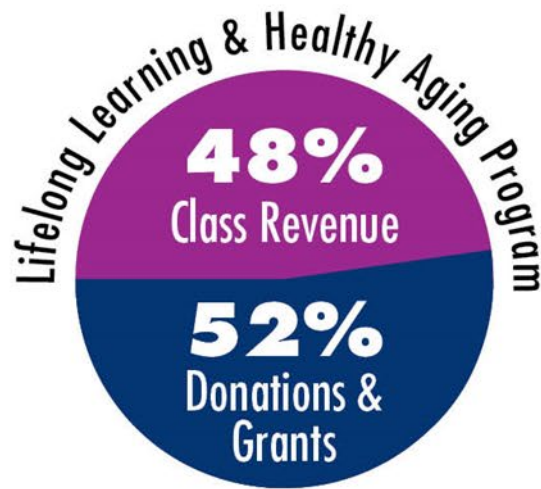
- Call Trees
  - Class Cancellations/Changes
  - Member Check-Ins
  - Non-email Members
- Drop-offs for mailer projects
- New Tech Support Group





# **Funding & Future - Simona**

# Oasis Mission: Funding Model



# Future

- Oasis Virtual Global Senior Center is here to stay
- Need funding to address barriers: devices, internet, etc.  
Pilot in progress )
- Oasis Innovation Institute (OII)

# Questions?



# THANK YOU!



**Check out our resource pages:**

- [www.EngageCA.org](http://www.EngageCA.org)
- [www.Aging.ca.gov](http://www.Aging.ca.gov)