

Aging By Design Toolkit.

INSTRUCTION BOOKLET

**Overlap
Associates_**

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Introduction

WHAT IS AGING BY DESIGN?

Aging By Design is a multi-year initiative by the Health Foundation for Western and Central New York (HFWCNY) to see what is possible when we create solutions with older adults and caregivers rather than for them. This initiative aims to understand and improve the experiences of vulnerable older adults and caregivers in Western and Central New York.

For more information about the project, visit:

www.agingbydesign.info

WHAT IS THE AGING BY DESIGN TOOLKIT?

This toolkit uses human-centred design tools and techniques to help teams of colleagues, older adults, caregivers and organizational partners explore and design solutions together. The toolkit contains six smaller kits—each assembled to build up comfort with the design process.

These kits are:

- Empathize
- Define
- Ideate & Prototype
- Prototyping Kit
- Test & Learn
- Iterate

The resources in this toolkit can be applied when delivering a service, planning an event, or designing a program. They will help you spark new ideas that are rooted in the needs of older adults and caregivers in Western and Central New York.

WHY A TOOLKIT?

A toolkit inspires and enables action. It provides groups with information and techniques to build services and activities with older adults and caregivers rather than for them.

This toolkit has been created to be exciting and fun to interact with—like a game. Instead of reading a lengthy report (passive), you'll put this toolkit to use right away (active), helping you step into the shoes of older adults and caregivers. With these new perspectives, your group will be guided through a series of design process steps. The toolkit is meant to be referenced, reused and built upon to deepen your understanding of the needs of older adults and caregivers, and build up your design skills to tackle complex problems.

WHO IS THIS TOOLKIT FOR?

This toolkit is for people and organizations who want to improve the lives of older adults and caregivers in Western and Central New York. The process is ideally experienced in a small group of 3–8 team members, although many of the resources and techniques can be used by individuals.

Pro-tip: For your first time through, try to assemble a group that can remain the same throughout all the activities.

What's in the Toolkit?

- 6 Unopened Kits
- 8 Role Buttons
- 8 Sticky Note Pads
- 8 Dry Erase Markers
- 8 Sharpies
- 8 Persona Mats
- 1 Pad of Test and Feedback Grids
- 1 Pad of Empathy Maps
- 1 Design Process Poster
- 1 Instruction Booklet

Roles



Design Lead/Designer (1):

Tasked with reading instructions aloud to the group.

Designer (2-6):

Tasked with participating in the activities within each kit.

Note Taker/Designer (1):

Tasked with recording comments during reflections and at a few other times throughout the process. The note taker also takes photos to document your process.

You're encouraged to shuffle roles from kit to kit!

Rules of the Game

- Assemble a diverse team. Different perspectives—especially from older adults and caregivers—add richness to this design process.
- Everyone gets a chance to speak. Design Lead: be sure to ask for input from everyone in the group.
- Set a schedule and keep to it. Each kit indicates time for the activities within it. Use your judgement when necessary, but try to keep to the times listed.
- Take notes. You'll be capturing a lot on cards and sticky notes, but if other interesting insights come up, the Note Taker should jot them down!
- Defer judgement. During ideation, all ideas are valid. The time for being critical will come later. For now, don't dismiss any ideas.
- Build on each other's ideas. This is not the time for patents; if someone has a great idea, anyone can add to it and make it even better.
- Challenge each other to get wild! Some of the greatest ideas sound crazy and even impossible at first.
- **Laugh and have fun!**

EACH KIT CONTAINS EVERYTHING YOU NEED TO COMPLETE ONE STEP IN THE DESIGN PROCESS

We recommend setting aside 2 hours to complete the activities in the first kit, which is about understanding older adults and caregivers. Completing the activities in a group works best, but individuals can also give them a try. The group you assemble will likely include some service providers, and ideally also includes older adults and caregivers.

Once the group has assembled, start by assigning a Design Lead (the person who will read the instructions to the group) and a Note Taker. Then, open the first kit!

Whenever you finish the activities in a kit, you can start the next one right away or schedule time to bring the group together again later. Each kit has been designed to take about 2 hours the first time through.

Quick Start

- Book 2 hours
- Assemble a diverse group—consider including older adults
- Assign a Design Lead and Note Taker
- Open the first kit!



**This custom toolkit was
designed by Overlap Associates**

If you have any questions or feedback,
contact us at **info@overlapassociates.com**
and we will do our best to help!