Process Document

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Linked Living

Application for health monitoring and communication support for senior people living alone
Process Document

Documentation
Rossmoor community in Walnut Creek

My project focuses on health and communication for senior people, thus I went to Rossmoor, which is a gated community in Walnut Creek for over 9000 senior citizens. I choose this place due to two reasons. First, unlike assisted living facilities, residents in Rossmoor live independently and potentially have stronger interests in tools that can help them stay healthy and active. In addition to it, it is a pretty affluent community. Because many of them used to work and use technology, people there seem to be more open to new technological tools.

There are more than 200 clubs in Rossmoor community and I joined a social gathering for “Boomers forever club” on Wednesday evening.

In updating this documentation based on the first feedback, I keep the same place as I believe that the place well represents what comfort and happiness mean to senior people (of my target group (independent seniors who are relatively affluent and healthy)). However, I reevaluated and modified it from a perspective of communicating with caregivers including family members. I conducted interviews with two senior people there.
Users

Senior people living in Rossmoor community

People sat down in a small group (3-4 people) and happily chat while eating snacks and drinking juice or light alcohol. Many of them seemed to come there alone or with their partners; I didn’t see any young person.

People were friendly to others and introduced themselves to those they haven’t met before. Tables and chairs just in front of bar counter were more popular than sofas and larger tables in the open space. Most of them don’t seem to have any mobility disorder, but they were not moving around much. I hardly saw people standing.

They are well educated, relatively affluent and open to use of technology. Many of them seem to have smartphones and computers and actively communicate with families and friends through it. Since Rossmoor is not an assisted living community, most people are relatively healthy. Many live in condo or cozy houses alone or with their partners.
Sight

Smiles
Silver hair
Wrinkle
Calm
Slow

Beige
Gold
Gray
English
Chinese
Letters

Glasses
iPhone
Windows phone
Mobile app
Skype
Facebook
Old classmates
Photos of grandchildren

Senses
Senses

Smell

Perfume Sweet Food

Home

Clean Old memory Small kids
Sound

Chatter

Laughter

Ringtone

Phone Call

Loud

Murmur aloud

Calling

Clapping
Senses

Taste

Healthy

Fruit

Mild

Home

Vegetable

Sweet

Juice
Senses

Touch

Carpet  Round  Warm
Clothes  Smooth  Winkled
iPhone  Plastic  Glass
windows phone  Both hands
Peaceful
Open
Lively
Color Palette for Rossmoor

This color palette is created based on existing colors in the space and inspiration from the adjectives. Many sofas and decorations were beige and khaki colored. I picked orange to express joyfulness of the community. The orange proportion is smaller because I also wanted to give the sense of calmness and peacefulness.
Label

Documentary
Documentation or Metaphoric