POSEiDON

Pers**O**nalized **S**mart **E**nvironments to increase **I**nclusion of people with **DO**wn's sy**N**drome

Deliverable D5.3

Guidance repository

Revised version

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Executive summary

This document describes how to make personalised material in the POSEIDON system. The competence and ability of people with Down syndrome varies. One of the main ideas in POSEIDON is that the apps should be tailor made for each individual user.

Sound, images and videos can be of big support to persons with Down syndrome in order to provide guidelines for how to fulfil a task, e.g. packing the schoolbag for tomorrow.

Appendix 1 explains how a POSEIDON user can make video material.

A very central administration "central" is the POSEIDON web. This is presented in appendix 2.

The POSEIDON project approach to symbols is threefold:

1. We produce our own symbols for the first pilot. In the production, we utilize elements from symbol archives that are commercially available. Already produced symbols in POSEIDON are shown in Appendix 3.
2. We enable carers or parents to use their own illustrations as symbols. This may be needed if the primary user a particular picture to understand and use the app.
3. We also make use of specific symbol repositories that are created for people with learning disabilities.

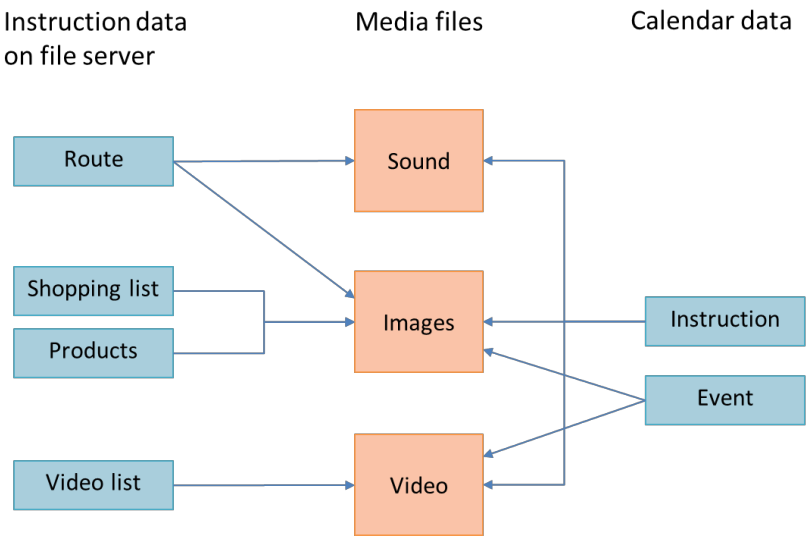
Appendix 3 presents POSEIDON's own symbols.

1. Introduction

The purpose of this deliverable is to report how we intend to give guidance to carers on how they can personalise POSEIDON for the end user using multimedia content such as video material. This document should be studied together with report R2 which gives and overview and explains the personalisation mechanisms that exist. The emphasis is to draft guidelines to explain potential authors (content creators) how to produce and use their own lists, photos and videos as personalisation. Complete user guides can be found at the POSEIDON website and finally, after the project, on the POSEIDON ecosystem (cf. Deliverable D7.5).

2. Instructional content in POSEIDON

The figure below shows possible instructional content and what kind of media can be used.



The POSEIDON system contains three different media: sound (e.g. speech, system created sound prompts), images and video. These media are being used in different contexts.

- A route is illustrated by sound and image instructions.
- A shopping list and the set of products are illustrated by images.
- A video list refers to a set of videos usually produces by the secondary user to give instructions to the primary end user.
- At the POSEIDON web site, there are video instructions for the secondary user, which illustrates the use of the POSEIDON systems.
- A calendar event is illustrated by images, or if the person are not able to read, an instructional video. The instructions in the event can consist of both sound, images and video.

Deliverable D5.1, Section 5.2, describes the POSEIDON infrastructure framework. The POSEIDON infrastructure hosts the media files in a media file server.

3. Personalisation of instructional content

The POSEIDON project addresses people with Down syndrome. The main objective of the project is to exploit ICT as an instrument to increase the quality of life and support a more independent life for people with Down syndrome.

Personalisation in POSEIDON means that create customisable software features that meet the needs, skills and abilities of people with Down syndrome in ways that are best for them and for their user experience..

Families and carers can provide supportive material instructions through personalised lists, images, and videos on how to perform activities at home or when moving around outdoors. Teachers and employers can create supportive material on how to perform certain tasks. Local authorities and businesses interested on being inclusive can produce instructions to guide how to find places and how to make the use of their infrastructure easier.

Personalisation is POSEIDON is in detail reported in document R2 of date 4.3.2016.

4. The working process

We foresee the following working process for personalising the POSEIDON system:

1. The carer makes some material: a video, a photo or a series of photos, or some other material.
2. The carer uploads the material to a personal folder in a private repository on her/his PC.
3. The carer may insert the material in an app in the POSEIDON system. The carer may choose among a set of pre-manufactured button-symbols to indicate type of material. These pre-manufactured symbols will be available in POSEIDON repositories in the cloud.

5. Guide for making instructional videos

Videos and images can be of big support to persons with Down syndrome in order to provide guidelines for how to fulfil a task, e.g. packing the schoolbag.

Appendix 1 is a guide for making instructional videos. This guide is also available at the POSEIDON website.

6. A set of pre-manufactured symbols for POSEIDON

A rather large set of symbols has been developed in the project and are used in existing POSEIDON apps. These are available on the POSEIDON website. The repository is evolving until the end of the project. The symbol repository serves following purposes:

- It offers an infrastructural resource and can be uses by other app developers.
- All symbols have been produced in .ai and .png formats to support developers' and caregivers' usage.
- It supports primary end users by offering complementary easy to understand information especially to those users who have a low reading ability.

It offers an easy solution to caregivers who do not have access to illustrations in order to add symbols/icons to the apps.

There are lots of icon and image repositories on the internet. Some of these are free, whilst others require a subscription or a fee for each purchased symbol. There are also symbol repositories specially designed for persons with learning disabilities. An alternative to symbols and icons available on the internet is that the carer uses her/his own photos or other illustrations, e.g. a photo of the

schoolbag of the person with Down syndrome, or a photo of the washing machine if it is an instruction video showing how to wash clothes.

The POSEIDON project's approach to symbols is threefold:

1. We produce our own symbols for the first pilot. In the production, we utilize elements from icon archives that are commercially available. Already produced symbols in POSEIDON are shown in Appendix 3.
2. We enable carers or parents to use their own illustrations as symbols. This may be needed if the primary user a particular picture to understand and use the app.
3. We also make use of specific symbol repositories that are created for people with learning disabilities.

7. User guides for the POSEIDON system

The POSEIDON web is the carer's entry point to administrate, manage the content and personalise the primary end user's POSEISON applications. The user guide for the POSEIDON web can be found in Appendix 2. Also, on the Poseidon web, a video guidance for the use of the web is available.

Appendix 1: Guide for making instructional videos

POSEiDON

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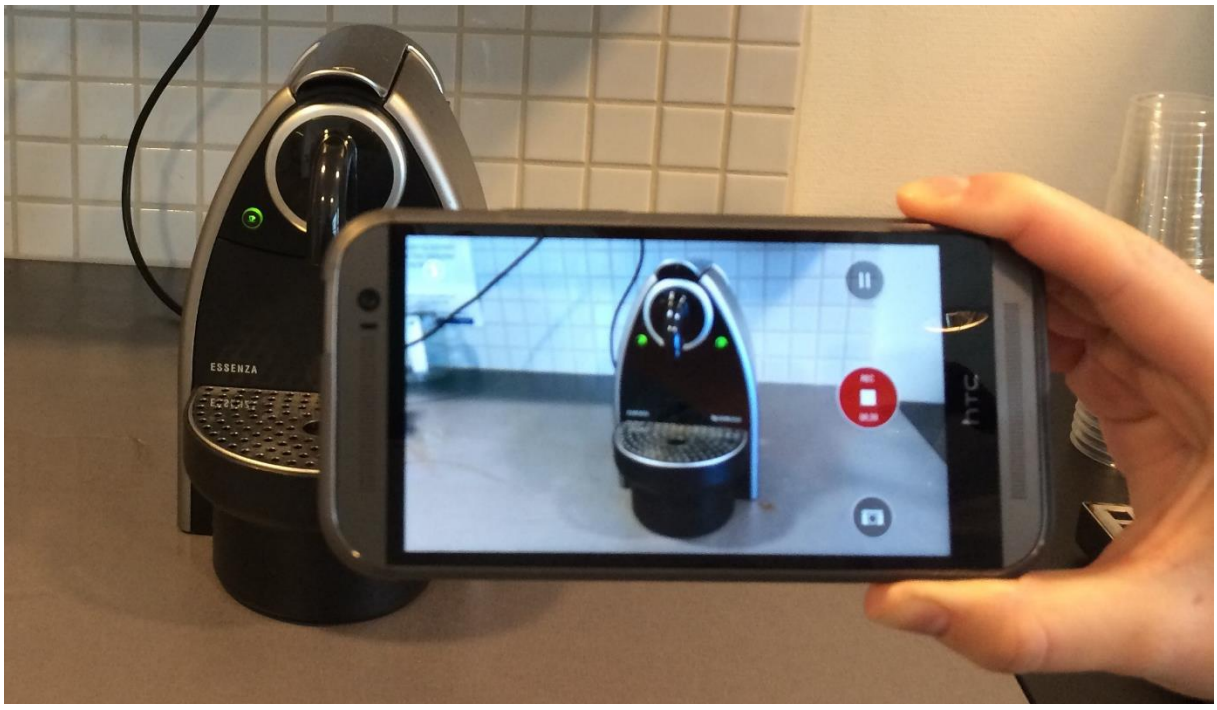
Guide for making instructional videos



Author: Mari Digernes, Karde
Project: POSEIDON
Date: 30th April 2015
Version: Final version

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1. POSEIDON web ..... **Error! Bookmark not defined.**

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1. Introduction

An instructional video is a video designed to demonstrate or teach a particular activity, such as how to pack your schoolbag, use the washing machine or make a meal. An instructional video might include both a **demonstration** of how to do certain things and an **oral explanation.** In addition, a video might include **text, images** and **graphics** such as arrows. With all of those parts working together, an instructional video can be a very useful tool for communication or learning.

In this guide you will learn how to make a useful instructional video. The viewer of such a video is in this guide referred to as "the user". The guide is divided into five sections. The three first sections represent the three phases in a film production: Pre-production, production and post-production. In **pre-production** you will plan, organize, write, and do the other steps necessary to prepare for the production phase. **Production** includes the taping, recording and filming. **Post-production** involves editing and adding things such as graphics, special effects or voiceover, with the result of an instructional video.

Each of the sections includes a list of practical, technical and pedagogical **tips** for how you can achieve a useful instructional video. The fourth section consists of specific **tips for filming a screen**, such as a smartphone or tablet.

The last section includes some **general principles** that we should strive for when making instructional videos.

2. Pre-production

The purpose of this phase is to make things go easier in the production phase.

1. Define your topic and objective.
2. Think about what you want to say, or if time, write a script.
3. If time, create a storyboard: Draw each scene on a sheet of paper. See how to make storyboards here: www.wikihow.com/Draw-Storyboards

2.1 Tips

- Start the video with an introduction of the objective and what the film is about.
- Make the video personal by introducing yourself. Speak directly to the user by using name or "mum", "grandfather", etc.
- Define the main terms you will use in the video, and be consistent in using them.
- Limit the talking. Avoid unnecessary words, which can distract from the main message. Give room for pauses.
- Keep to one subject in each sentence.
- Use short and instructive sentences. Clear and direct language.
- Use a simple language (without being patronising): Avoid language that is too technical.
- Make the video as short as possible. The optimal video length is between 2 and 7 minutes.
- End the movie by saying a few words about the objective and content.

3 Production

This phase includes the filming.

1. **Stick to your plan**/follow the script.
2. Use a tripod if you have one. If you do not have a tripod, try to **steady the camera** as much as possible during filming.
3. If you are using a mobile phone, always film in **landscape mode**.
4. Record the audio properly. If you do not have a microphone, make sure to **speak loud**.

3.1 Tips

- Make the background as clean as possible, e.g. remove unnecessary things that might be distracting for the viewer.
- Make sure to have enough light in the room.
- Make sure that devices you are filming do not move or shake during the filming.
- Avoid nail polish and rings (anything that can be a distraction for the viewer).
- Make sure to hold the camera straight and steady.
- Place the camera as close as possible to the object.
- Avoid zooming – rather place the camera closer to the object.
- Point with your finger to demonstrate how to use certain devices. Make sure your hand does not cover the screen or display.
- Move your finger and demonstrate slowly.
- Talk slowly, clear and loud.
- Make the video personal: Speak directly to the viewer, e.g. using “you” or even the name of the person. Show your face and let the viewer know who you are.
- Practice the scene one or a few times before you shoot.
- Do not talk too much when you are demonstrating something. Explain first – then show.
- It is recommended to be at least two people when making a video. One of you can film, concentrating on holding the camera steady, while the other shows and demonstrates.

4 Post-production

This phase involves **editing the video** by using a video-editing program (see examples of such programs further down).

Video-editing programs let you:

1. Assemble the video clips and place them in the order you want.
2. Cut and remove unnecessary content.
3. Add speech, add arrows to highlight things such as buttons, add text to highlight sections and key points, and add transitions.

4.1 Tips

- If possible, make a list of the several sections of the video, an agenda, so the viewer is aware of the content.
- Avoid “pointless” transitions. When editing your video, stick to a basic cut transition or a fast dissolve. If you have a specific reason for a unique transition, then go for it. E.g. a slow “fade to black” to convey the passing of time.
- After the demonstration of each step, freeze the film for a few seconds. Add speech and say: ”Pause the video to do it yourself”. In that way the viewer has time to perceive and follow the instructions.
- If using text: Use a large text size and a font without serifs (e.g. Arial, Calibri, Helvetica, Verdana). Avoid *italics*. Make sure to have a high contrast between the text and background. Black text on white background is often recommended.

4.2 Video editing programs

Free and easy to use:

- iMovie (Mac)
- Windows Movie Maker (Windows)

More advanced programs:

- Final Cut Pro (Mac)
- Adobe Premiere (Windows)
- Media Composer (Windows)

5 Tips for filming a screen

The following are specific tips for making instruction videos on **how to use smartphones or tablets**, e.g. filming a screen.

- Place the device on a table with a white sheet of paper as background.

Or:

- Place the device upright by using a tripod.
- If using a video camera: Use manual focusing and manual white balance.
- Make sure that the device does not move or shake during the filming.
- Make sure the device is straight.
- Keep the device on the exact same place on the screen in every scene.
- Place the camera as close as possible to the screen.
- Avoid zooming – rather place the camera closer to the object you want to highlight.

6 General principles

Below are some general principles that we should strive for when making instructional videos.

Motivation – Encourage and motivate the user. A motivation factor could be to **involve the user** in the film production, either as an actor showing the instructions or to participate in other ways. Involving the user might encourage him/her to use the instructional video and benefit from it.

Concretisation – **Be concrete.** Use a simple language (without being patronising). Explain and visualize concepts. Show and demonstrate how to do things.

Personalisation – Adapt the video to **each individual**. Try to understand what kind of instructions the individual prefers, and what his/her needs and circumstances are. **Make the video personal!** E.g. use the person´s own washing machine when filming how to use it, speak directly to the user and facilitate a familiar and safe environment.

Learning by doing – Make sure that **the user does the instructions** that are shown in the video. Ideally, for extra support, a carer should be present the first time a video is shown. If you are demonstrating how to use the washing machine, first show the instructional video – then let the user do it him- or herself.

7 Acknowledgement

This guide was originally made in the PIA-project (Personal IADL Assistant), project no. AAL-2012-5-033. This version is slightly adapted to the POSEIDON-project.

8 References

DEEP Guide. *Creating websites for people with dementia.* Deep: The Dementia Engagement and Empowerment Project

DEEP Guide. *Writing dementia-friendly information.* Deep: The Dementia Engagement and Empowerment Project

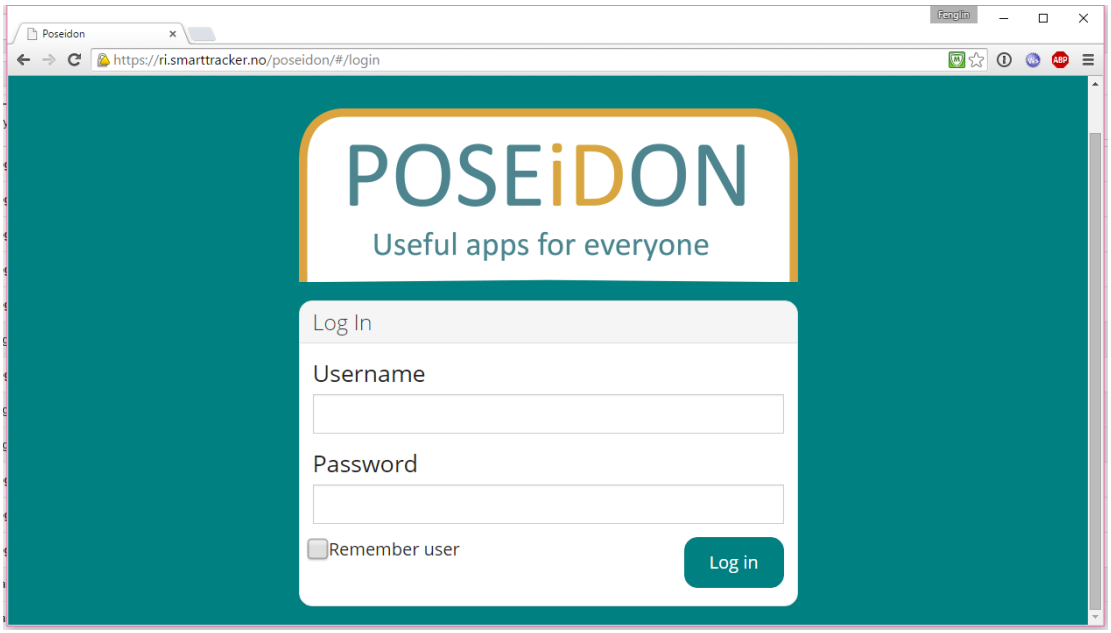
Vail E. Scott (2008). *Tips for Making Instructional Videos.* URL: http://voices.yahoo.com/tips-making-instructional-videos-1857608.html

West, Jeremy (2009). *Six Steps to Creating High Quality Video Training.* URL: http://www.learningsolutionsmag.com/articles/185/six-steps-to-creating-high-quality-video-training

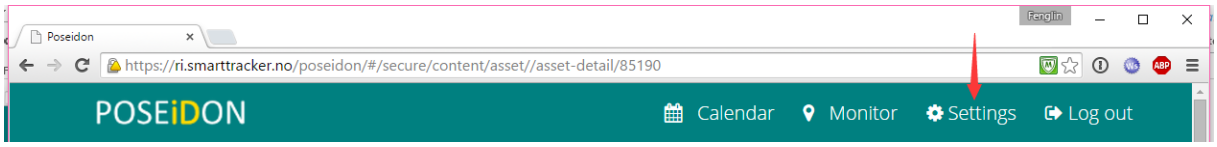
Appendix 2: Poseidon Web User Manual

Login and change settings

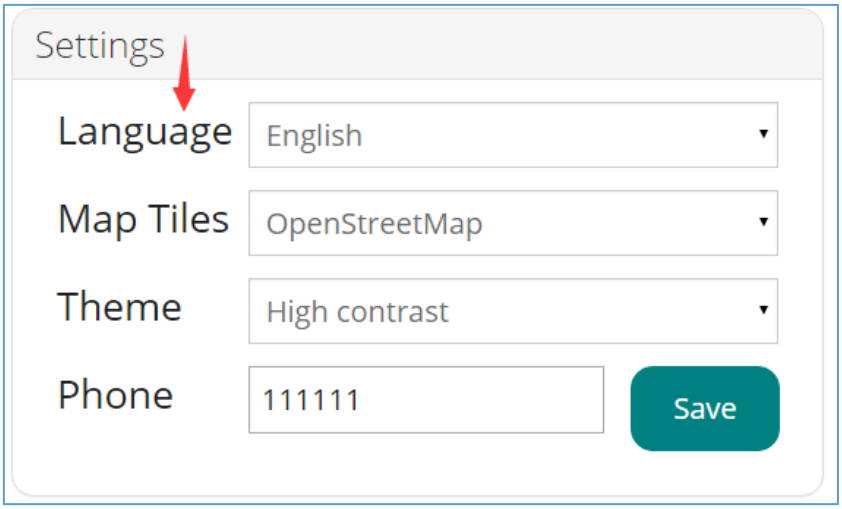
Open the Poseidon web by clicking the link: https://ri.smarttracker.no/poseidon.
The best browser to use is Google Chrome. Make sure you have the latest version.
Use the distributed primary user name and password to log in.



After logging in to the system, you can change the language in **Settings**. Click the gear icon.

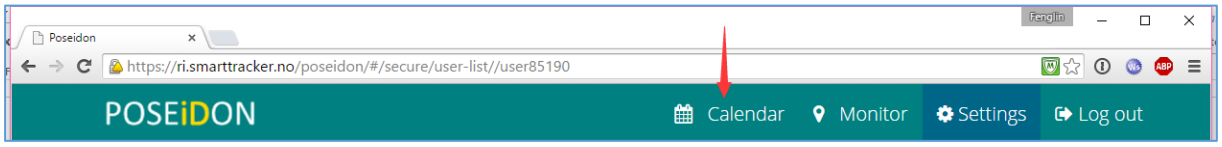


Choose the preferred language.



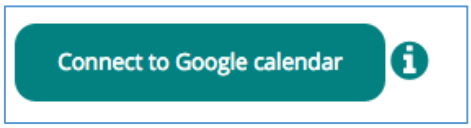
How to use the calendar

Choose **Calendar** from the top menu.

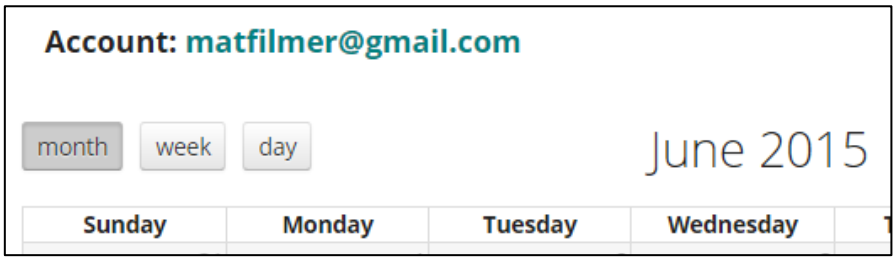


Connect to Google Account

The calendar must be connected to a Google Account, so you must be logged in on the POSEIDON Google account. Click on the **Connect to Google calendar** button to connect to the calendar.



The Google account you are using, is given on top in the initial calendar window. Below it is matfilmer@gmail.com.



If you are using another Google account than the one to be used for calendar entries to the POSEIDON app, you must go www.gmail.com. There you must **log out of your ordinary Google** e-mail account before you can **log in to the Google account to be used for POSEIDON**.

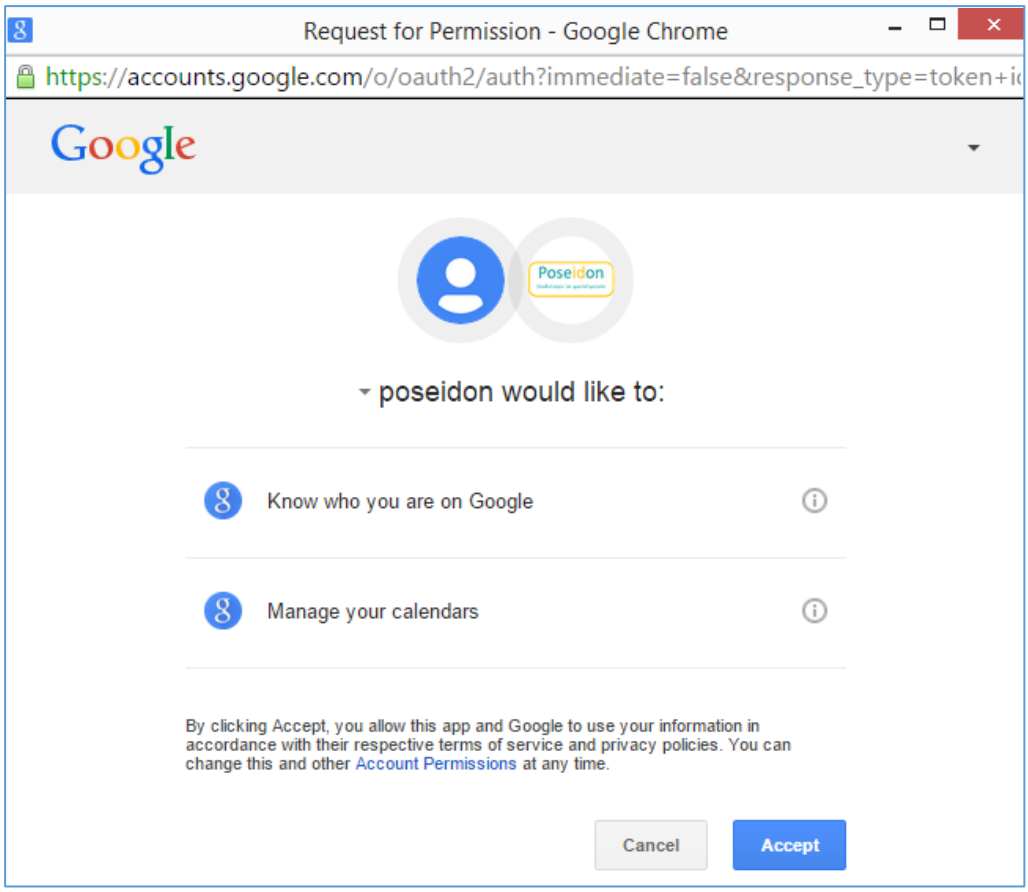
If you do not see the account you are logged in to, use the Chrome browser to be able to log out. You can log out of your Google account by clicking on the icon and select “Sign out”.

After the change of Google account, you must click on Calendar at the POSEIDON website and Connect to Google Calendar again.

Accept that a Google account is used for the POSEIDON web page

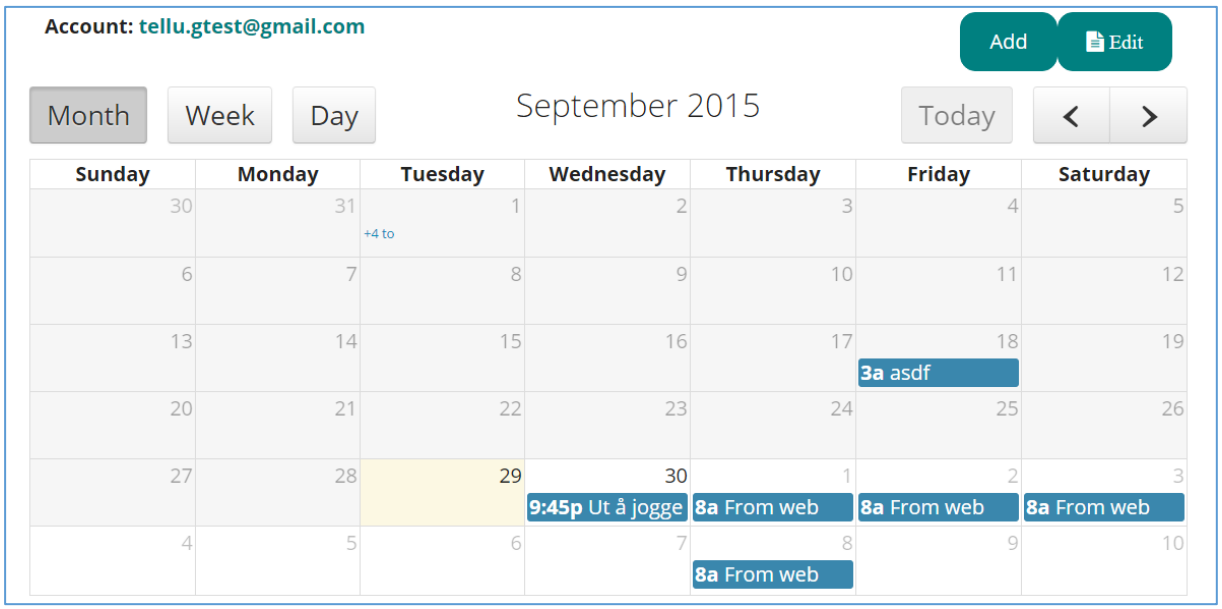
When the POSEIDON web tries to connect to a Google account for the first time, you must accept that the Google account is used for this in a pop-up window. Some browsers might prevent pop-ups. You need to **accept the pop-ups.** When a pop-up appear for authorizing the Google account to be used, click **Accept**.

Here is a link to an instruction about allowing or blocking pop-ups when using Chrome: https://support.google.com/chrome/answer/95472?hl=en



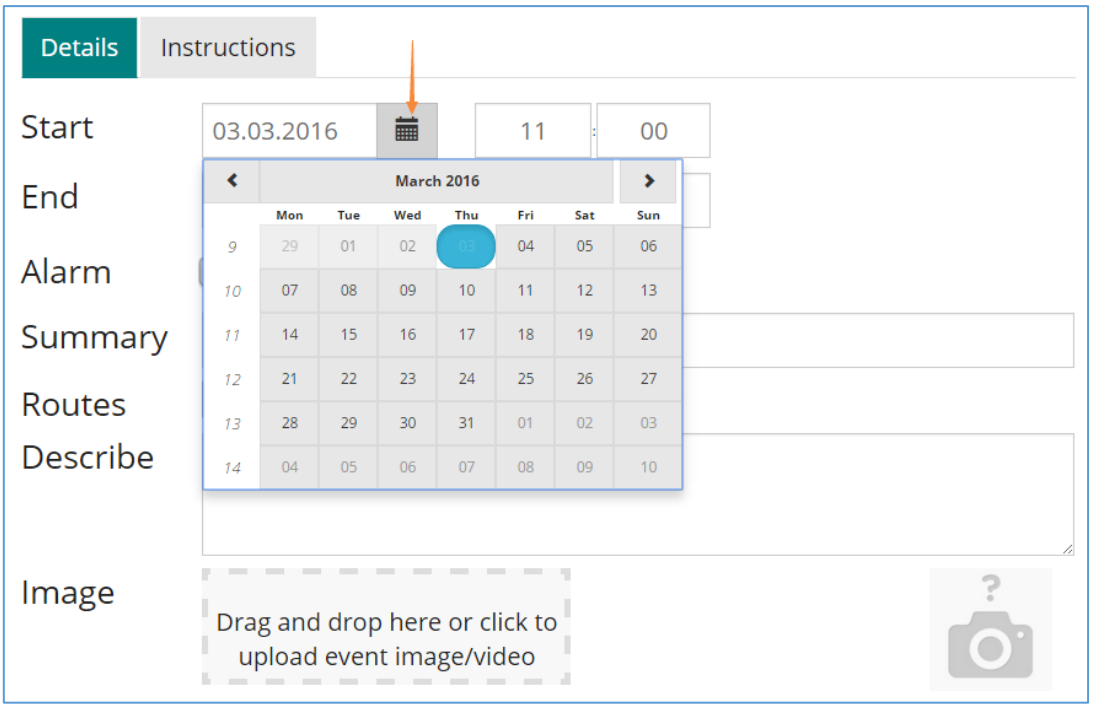
Add an event

To add an event click directly on one of the calendar days or click the **Add**-button or the date you would like to add the event.

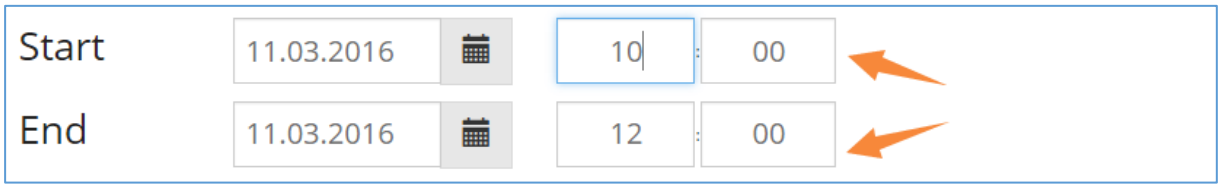


Choose **Start** date and points of time with hour and minutes and **End** date, hour and minutes.

Click on the icon to the right of the date. Then the calendar dates will appear again. Click on the date.

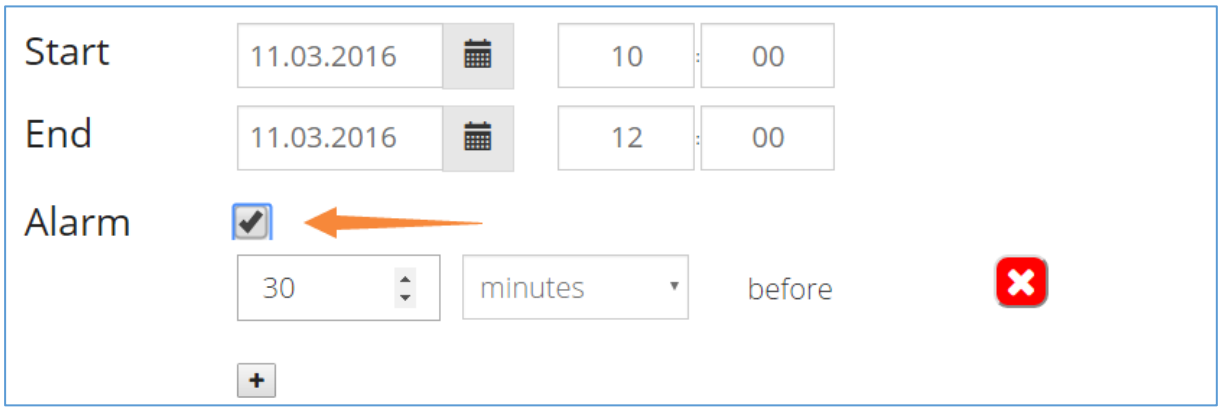


From the time picker you can use the middle button of mouse to stroll and select starting and end time.



Add an alarm

To add an alarm, click the **Alarm** check box and specify how many minutes before the event by pressing the up or down arrow.

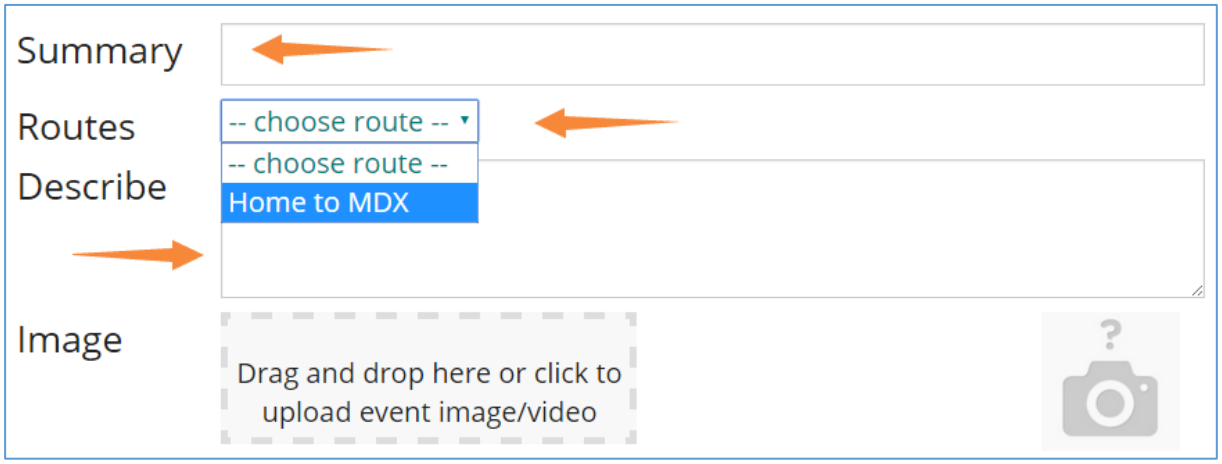


Add title, route and/or description

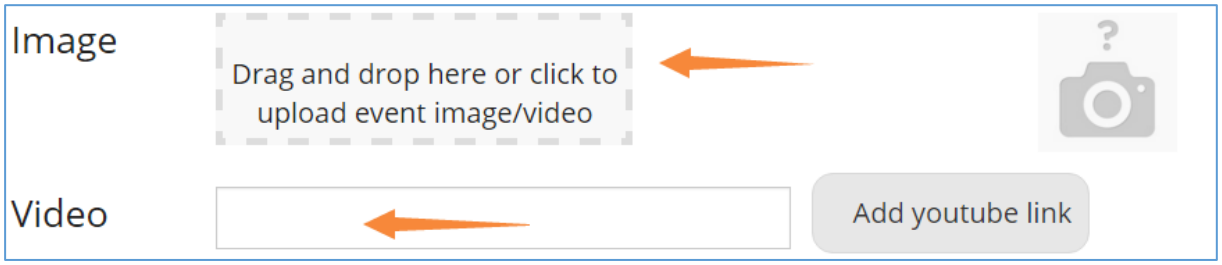
In the **Summary** box add a title for the event.

Route contains a list of the routes created with the Home Navigation application.

If you want a specific route to be connected to this event, you can select it in the list.
You can also describe the event in more detail under **Describe**.
It is optional to use both Route and Describe.



Add image and videos



You can click to upload an image or video for the event, the image or video will be uploaded and kept in our file server, for videos, another choice is to add a YouTube link at the video input field.

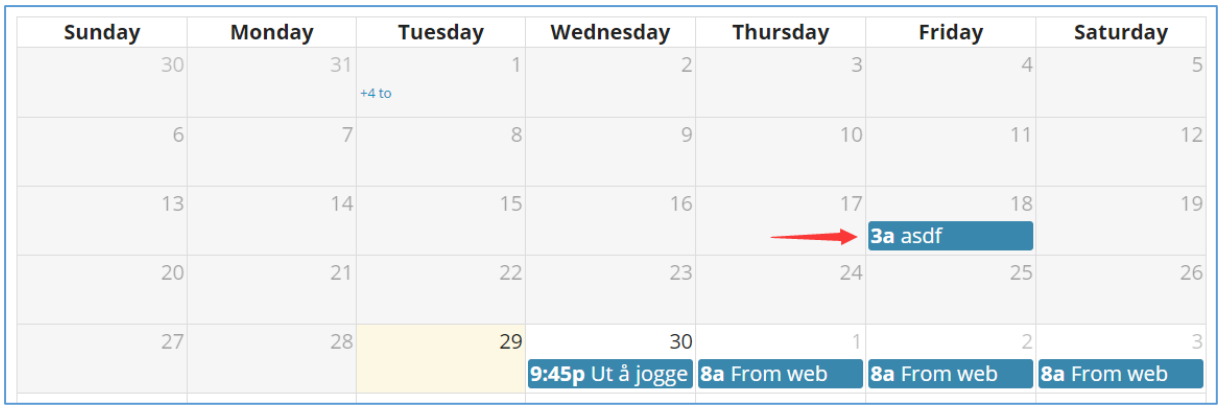
Save event

To save the event to your calendar, click **Save** at the bottom of the page.

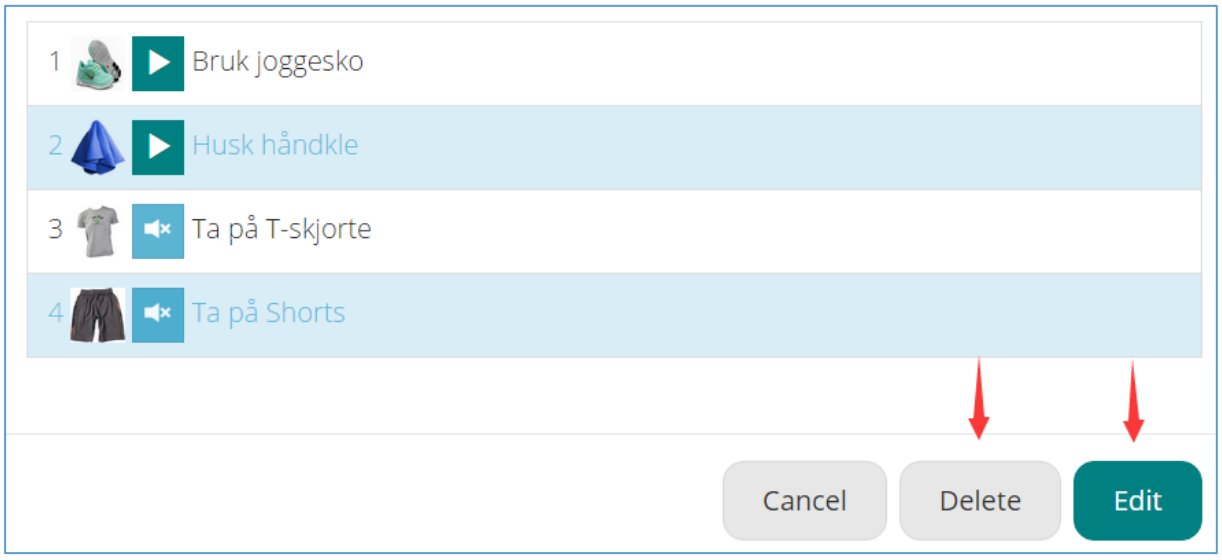
Now the event is saved in the calendar, and will appear in the Poseidon app on the mobile device shortly after.

Edit or delete event

Click on the event.



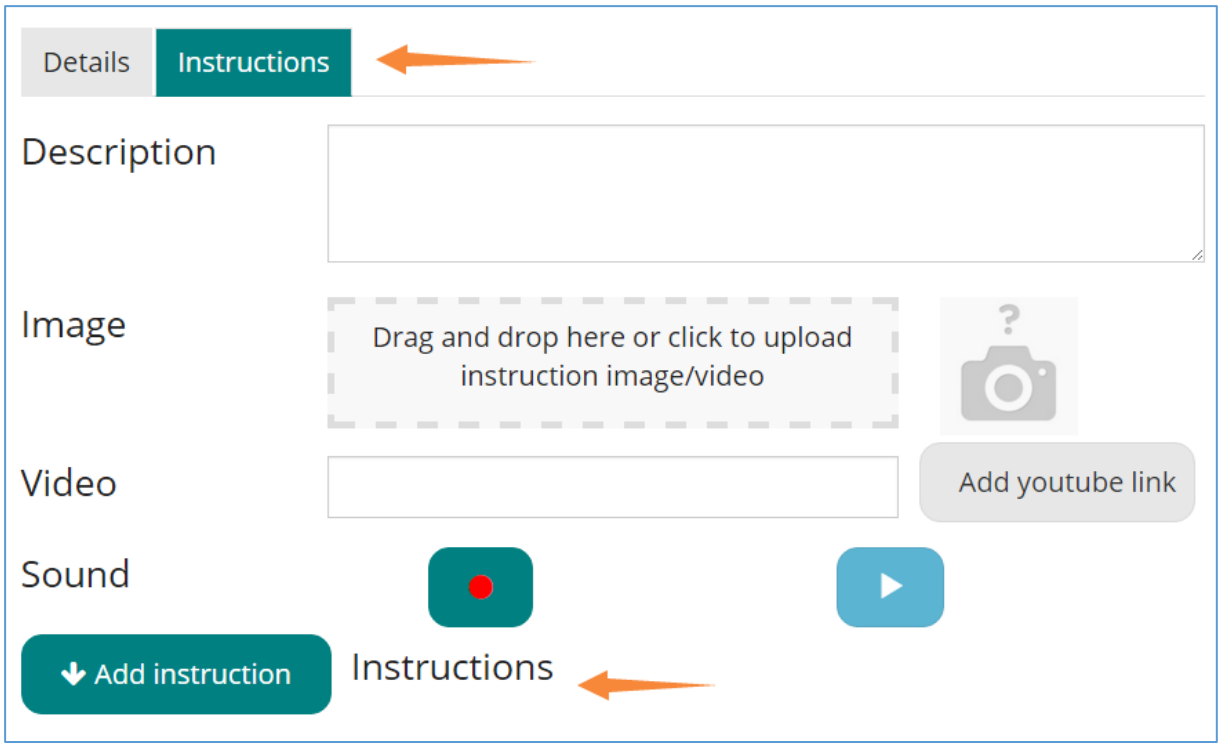
If you want to delete the event, click **Delete**. To edit the event, click **Edit**.



Add instructions

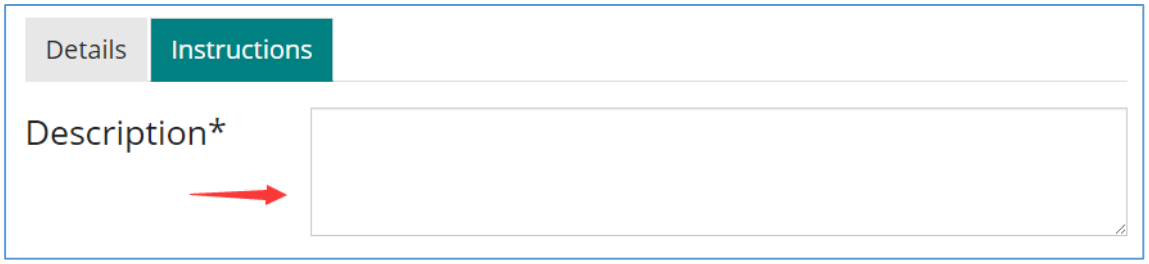
You can add instructions to an event. The instruction will be shown as a pop-up message on the mobile device of the user. The user should click a confirmation for seeing the message.

To add instructions, click **Instructions.**

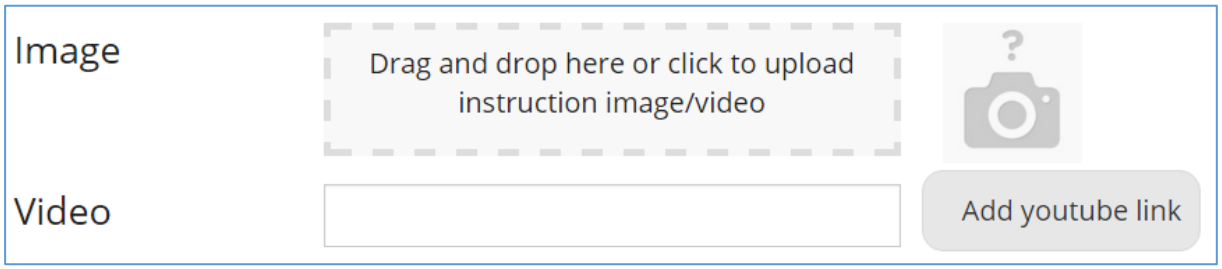


You can make instructions by writing **text**, adding an **image**, adding a **video** and recording **speech.** The speech function works only in most updated chrome browser. It will not work on mobile devices. For entering any details, you must write something in the **Instructions box.** Written instruction is mandatory while image and speech are optional. You can add several sets of instruction to one event.

Write the instructions in the open text field.

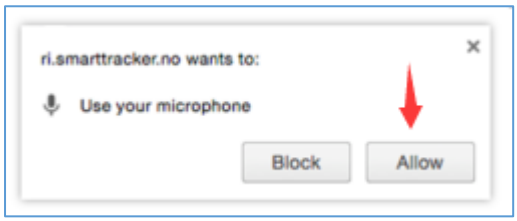


Drop an **image** or **video** from your ordinary file system to the grey field or click on the text "(Drag and drop here or click to upload instruction image/video"). Then you can upload the image/video from your PC. You can only add one image/video per instruction.



Record speech by clicking on the recording button.

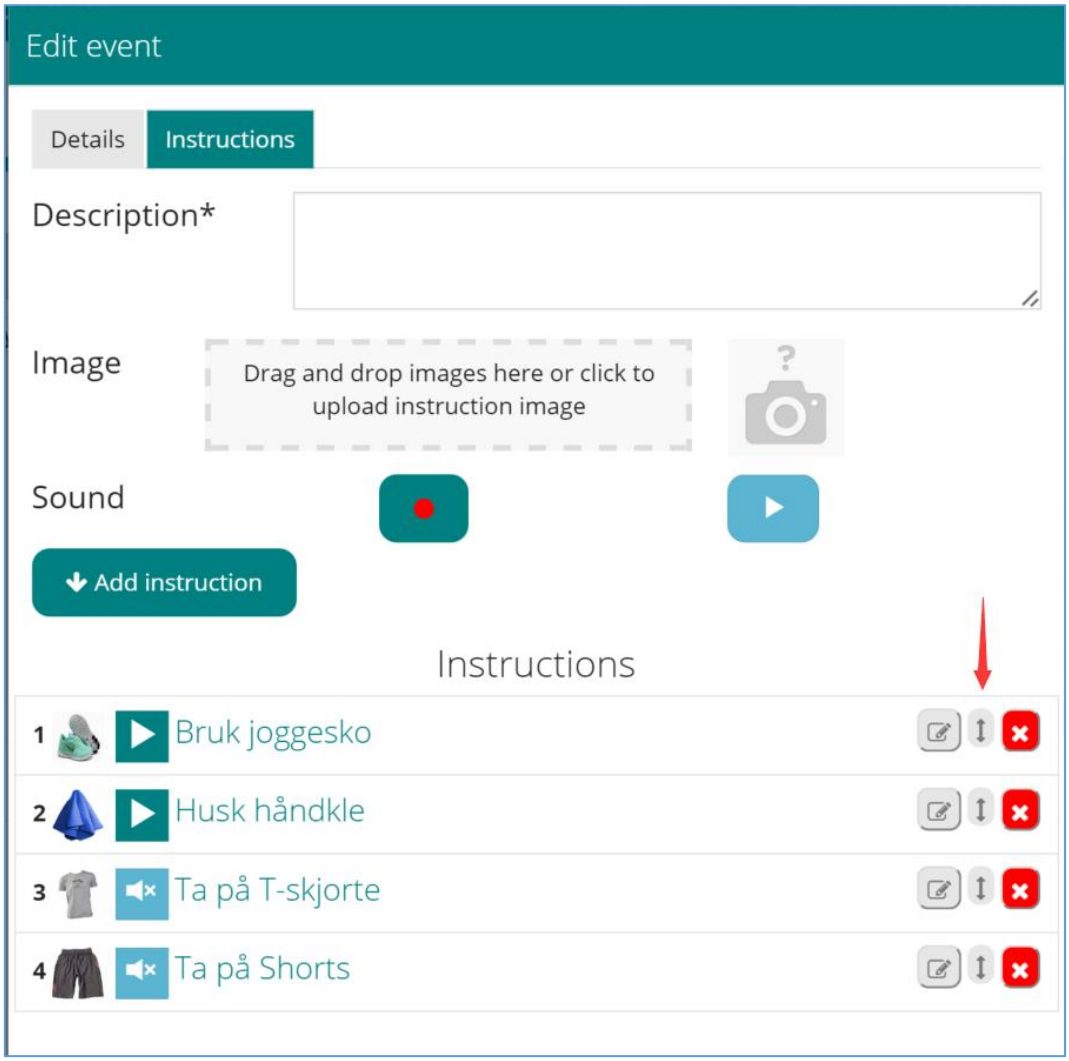
When you want to stop the recording, click the same button.



If this message pops up, choose **Allow**.

To listen to the speech you have recorded, press the white arrow on blue background.

When you have written the instruction and, if wanted, added an image and/or recorded speech, click **Add instruction.**

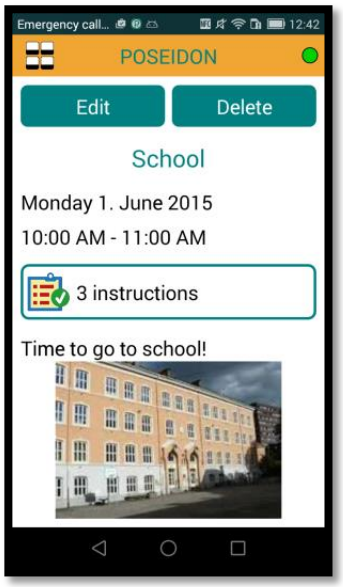


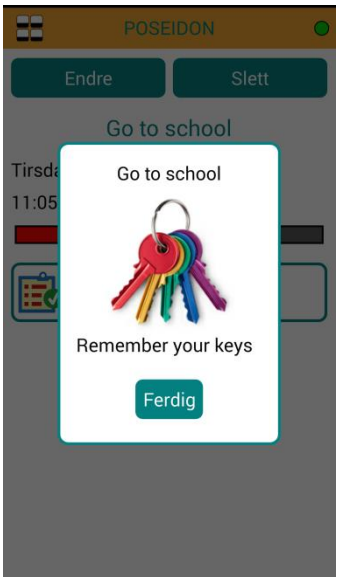
Now the instruction is added, as you can see at the bottom of the page under the Add icon.

You can also **change the order of the instructions** by left clicking and holding down the mouse while you drag the instruction up or down. When you are satisfied, go back to **details** tag page and click **Save.**

When you click **Save**, the changes you have done will be saved to the server and transferred to the mobile app.

Below are some screenshots of the mobile app.

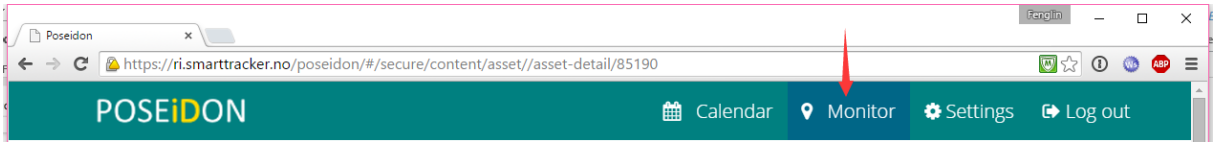




How to use the monitor

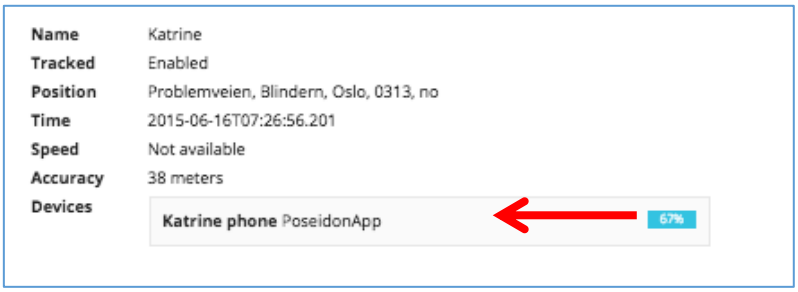
The monitor can be used to view the position of the person with Down syndrome. It works if this option is switched on in the mobile phone.

Choose **Monitor** from the top menu.



Here you will see where the primary user (here called Katrine) is right now as long as the primary user has not turned off the positioning on his/her app.

At the bottom, on the left, you find information about where the primary user is right now described in text. You can also see how much battery is left on the mobile phone of the primary user.

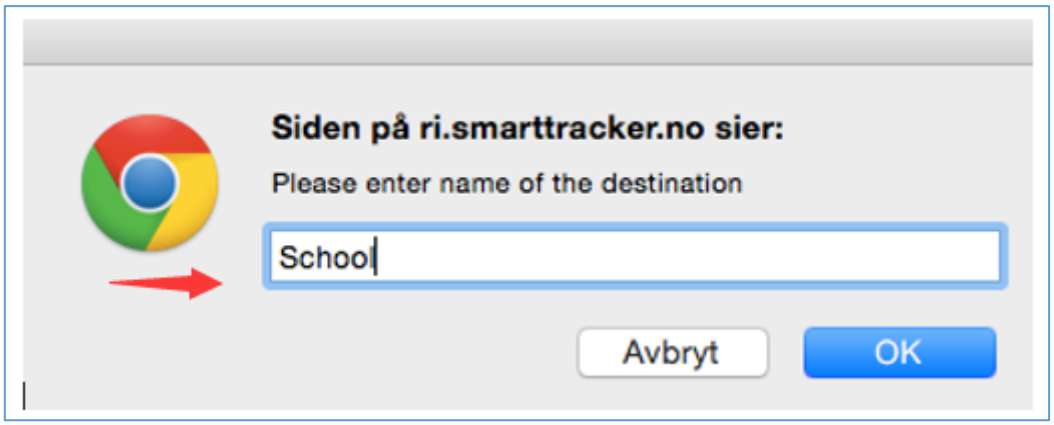


Positions:

You can change the "destination" for where the map is centred by clicking on the **+ icon**. If you click on the **person-icon**, the map will be centred on where the primary user is now.

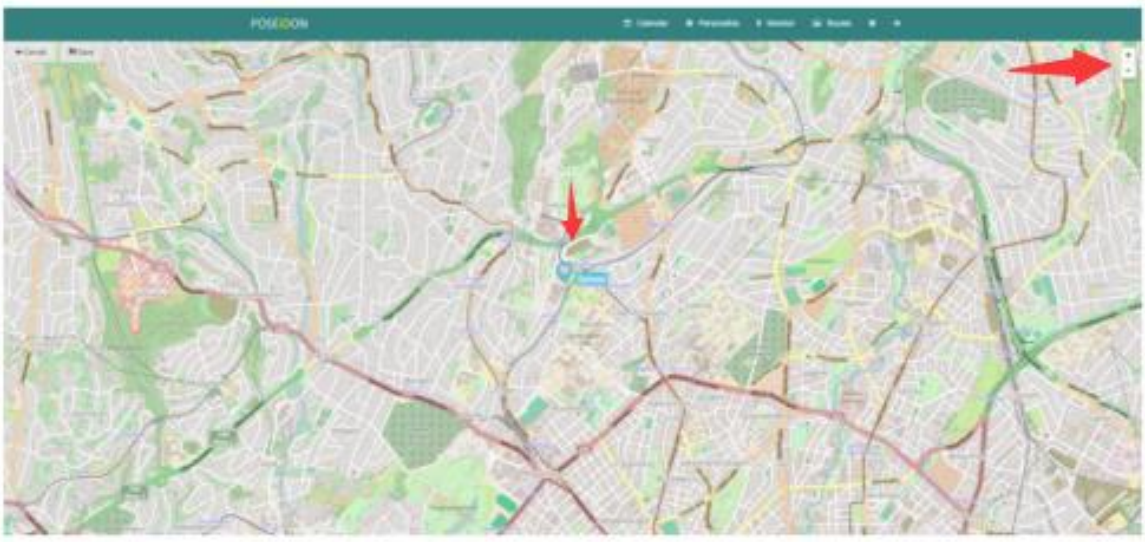
Add a new destination

When you click on the "+ icon" to add a new destination, you will get a pop-up window asking you to add a name on the destination.

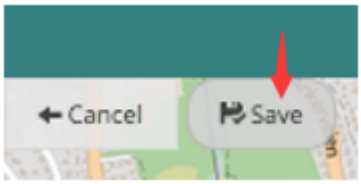


When this is done, you will get the full map view. Here you must click on the place of your destination.

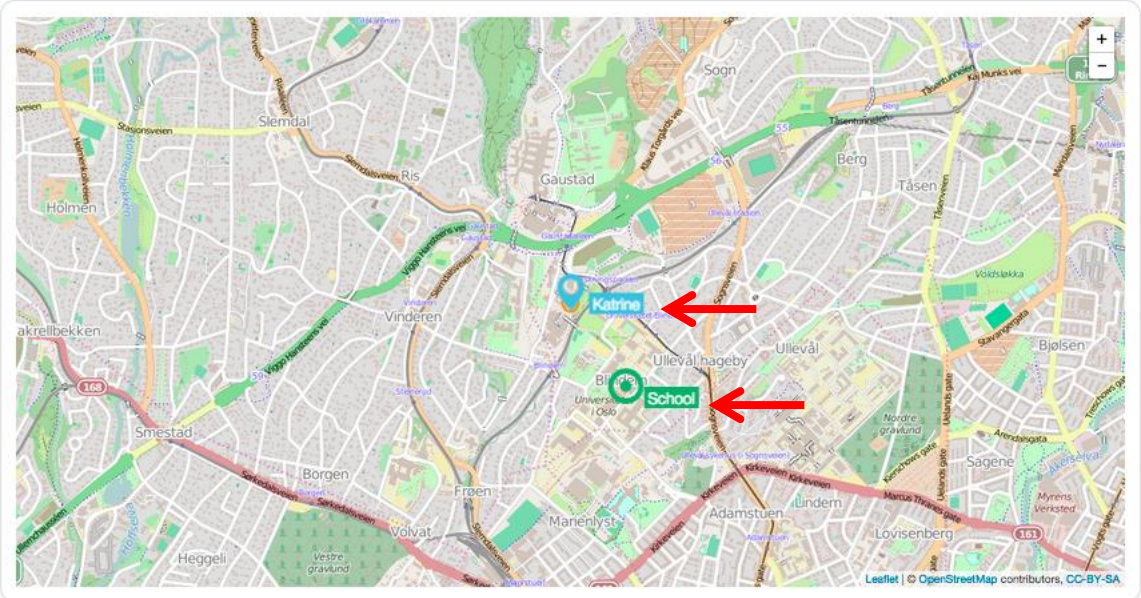
You can, on the left, zoom in or out by using the + and – to easily point on the correct place.



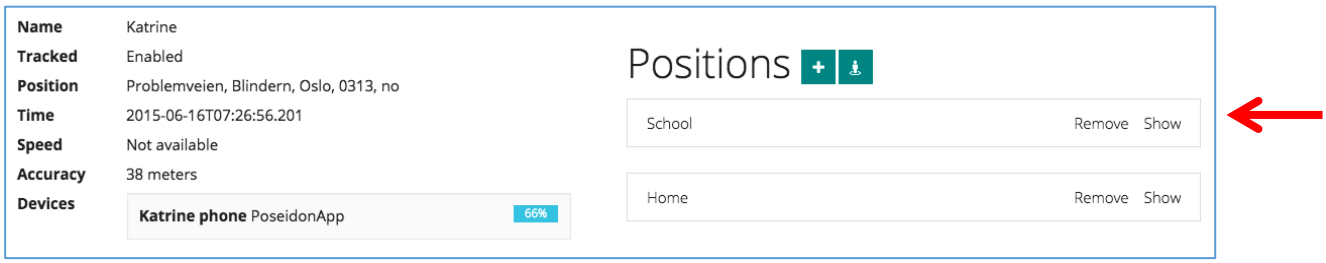
When this is done, select **Save** up from the menu in the left corner.



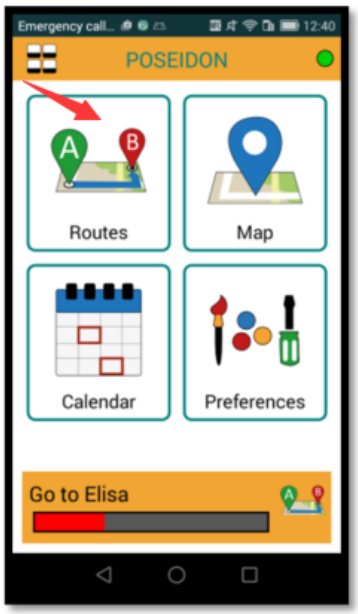
Now you will see the “School” destination appearing on the map together with the position of the primary user.



At the bottom you will now see a list of all the destination you have added.

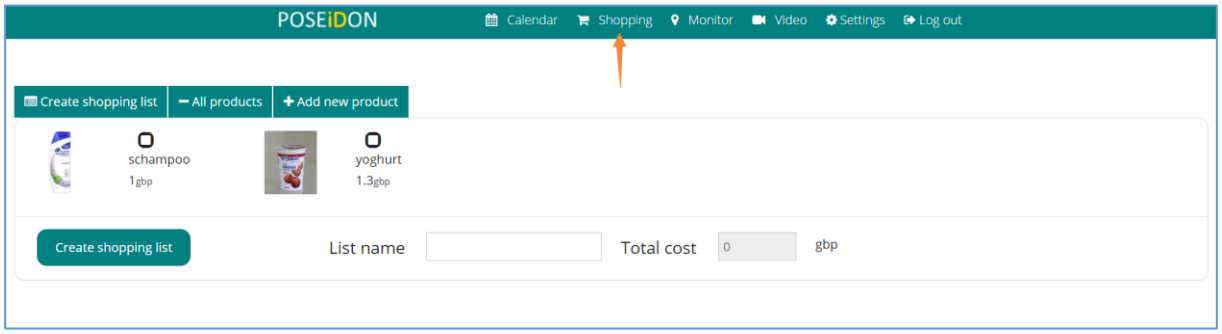


The same destination will now also be shown on the mobile app on the phone of the primary user phone if he/she click on **Route** and then **New route**.

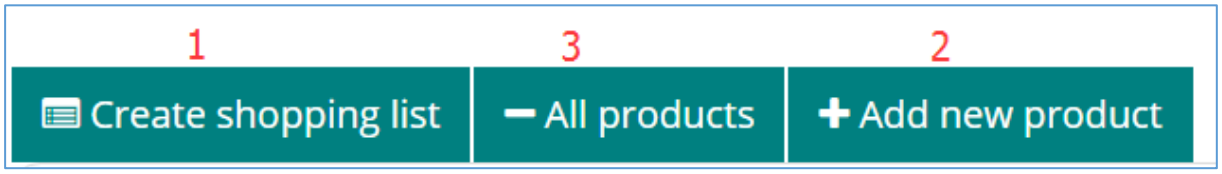


Shopping

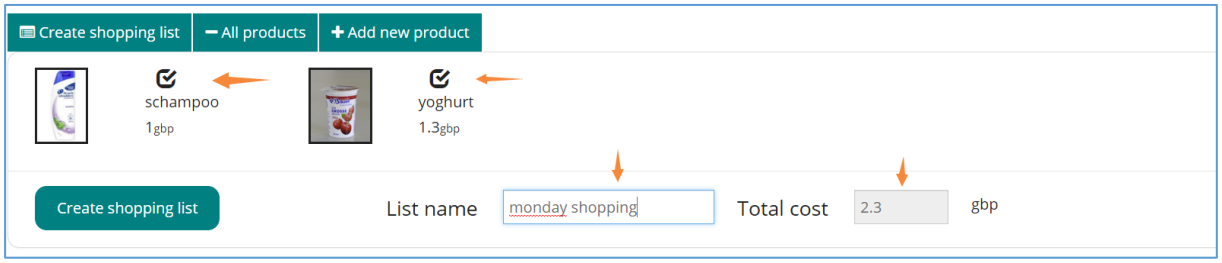
The shopping component is designed for the carers to give training and notification for primary users.



Click the shopping tag on the navigation bar, then you can see the shopping interface, in the shopping page, you can do three things, create a shopping list (1), add products (2) or delete products (3).

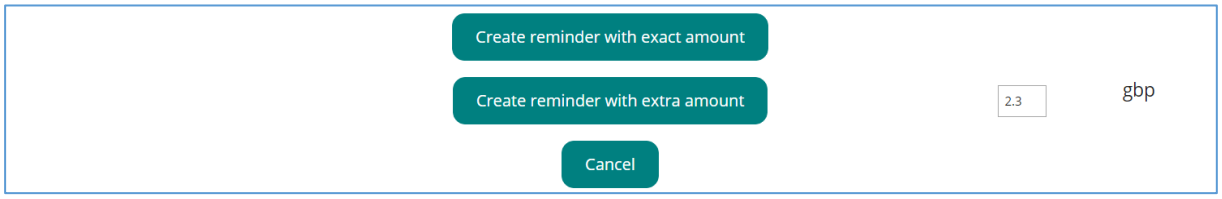


8. Create shopping list

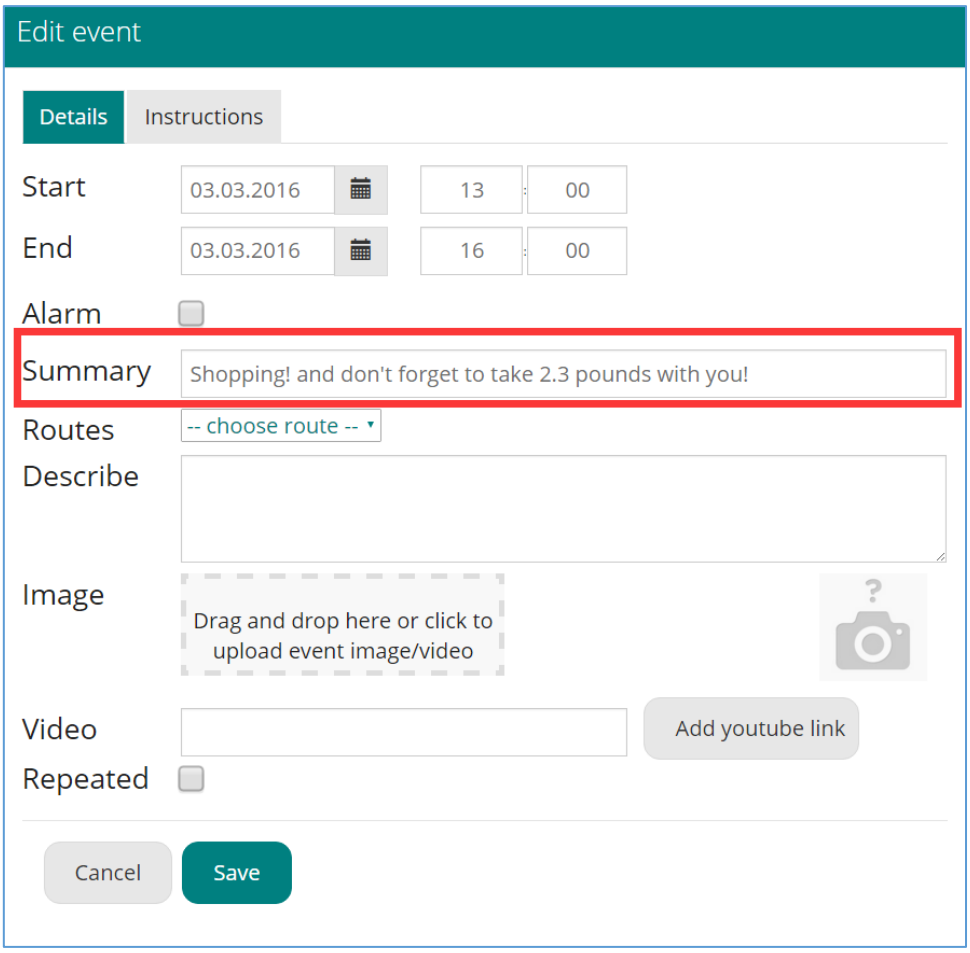


You can select the products listed in the “create shopping list” tag, give a shopping list name, the total price will be calculated automatically. Press the “Create shopping list” button to create a shopping list. Then the web allows you to create an event on the calendar with three choices:

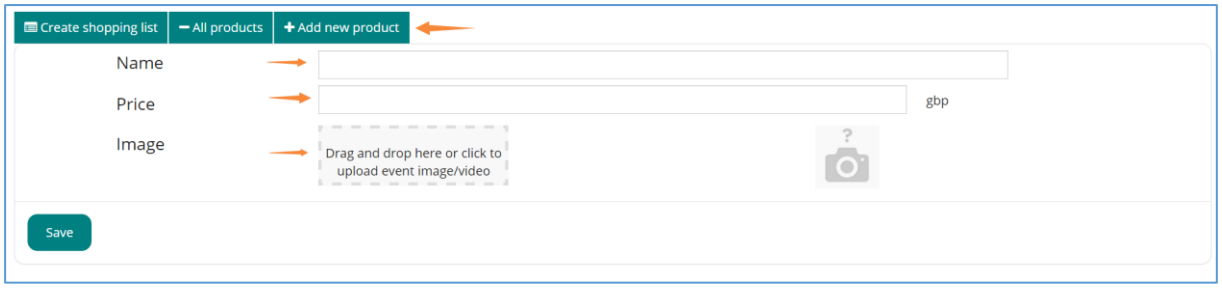
1. Create a money packing event with the exact needed money.
2. Create a money apck event with the money amount as you entered.
3. Do not create a reminder.



If you make the first two choices, the web will jump to the event editing interface of Poseidion web with a text notification.



9. Add new products

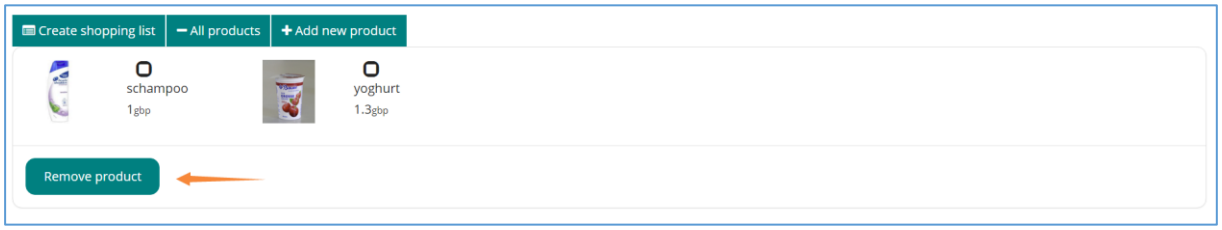


By clicking the “add new product” tag, you can add new products to the library of products.

In the interface, you can edit product name, product price and give a image of the product.

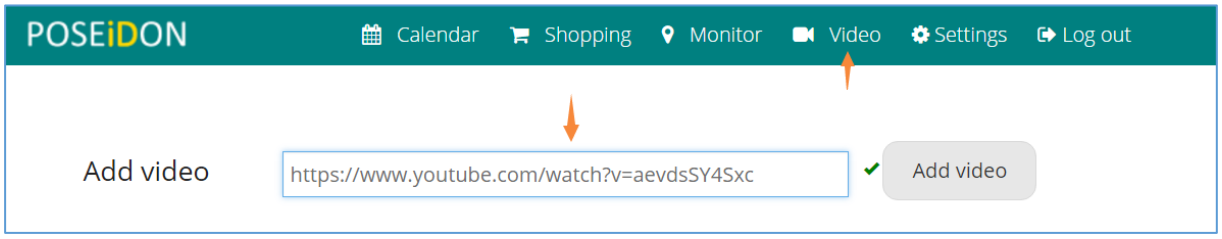
10. Deleting products

In the “All products” tag, you can choose the products you want to delete.

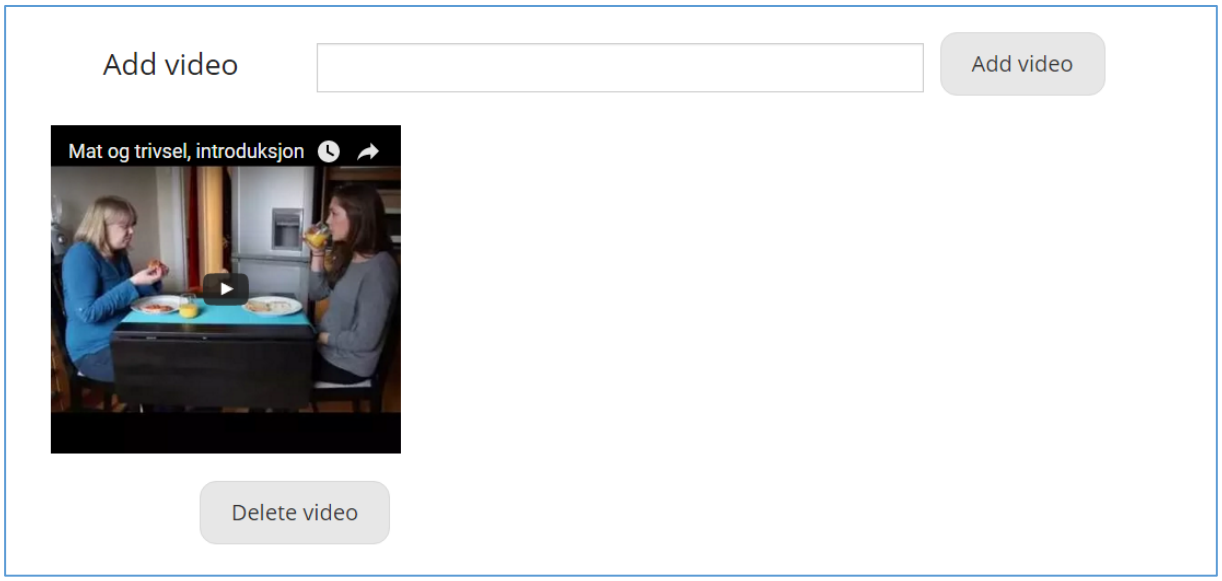


Video

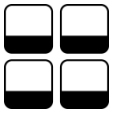
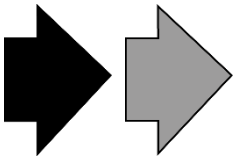
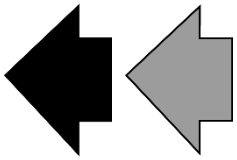
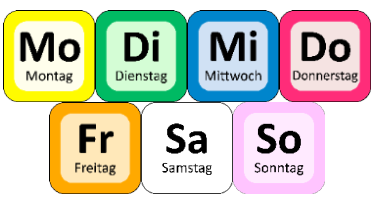
We add an extra modular called “video” on the Poseidon web, such that the Poseidon team can push demonstration videos to carers, or carers can also give interested videos from a youtube link.

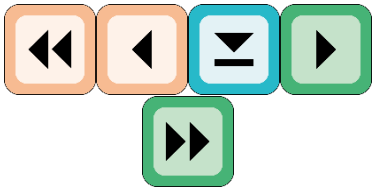
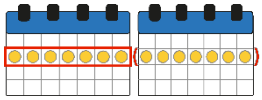
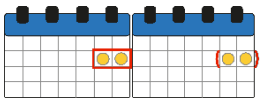
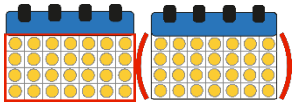
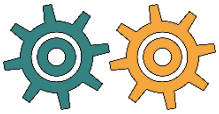


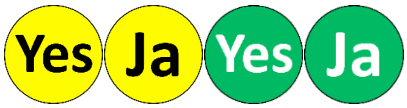
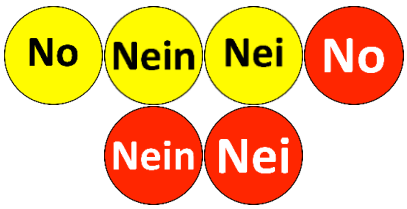
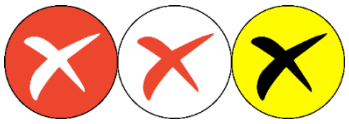
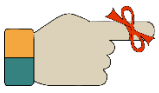
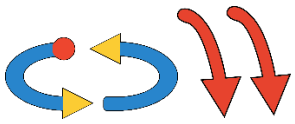
You can copy and paste a Youtube link to the “add video” field and click “add video” button. Then the Youtube video is maintained in this page.

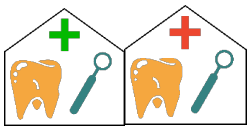
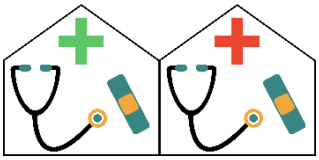


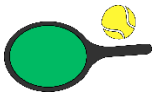
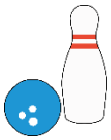
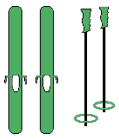
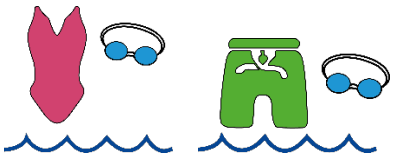
Appendix 3: POSEIDON symbol repository

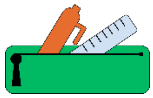
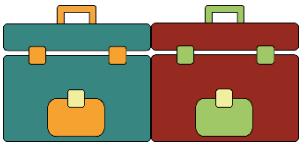
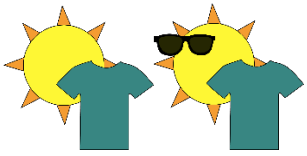
Group. Number	Usage	English	Symbol(s) Comment
0 – POSEIDON, main choices, generic symbols			
0.1	App logo on Google Play	Logo	
0.2	App home	Menu	
0.3	Poseidon home	Home	
0.4	Calendar Money handling	List	
0.5.1-0.5.2	Several	Next	
0.6.1-0.6.2	Several	Previous	
0.7	Several	Money handling training	
1 – Calendar			
1.1.1 – 1.1.7	Calendar	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	
1.2.1 – 1.2.7	Calendar	Montag Dienstag Mittwoch Donnerstag Freitag Samstag	

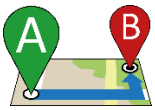
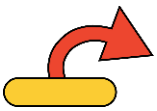
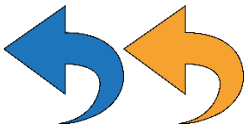
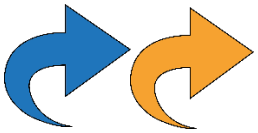
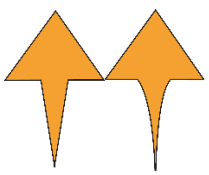
		Sonntag	
1.3.1 – 1.3.7	Calendar	Mandag Tirsdag Onsdag Torsdag Fredag Lørdag Søndag	
1.4	Calendar	Day before yesterday Yesterday Today Tomorrow Day after tomorrow	
1.5	Calendar	Calendar	
1.6	Calendar	No appointments	
1.7	Calendar	Week	
1.8	Calendar	Weekend	
1.9	Calendar	Month	
2 – Preferences, personalisation			
2.1	Several	Personalisation	 Yes
2.2	Several	Setup	
2.3.1 – 2.3.2	Preferences for navigation	Tracking on	
2.4.1 – 2.4.2	Preferences for navigation	Tracking off	

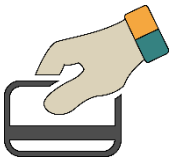
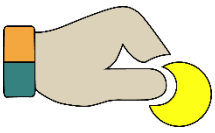
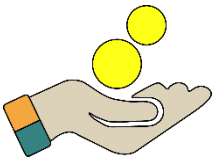
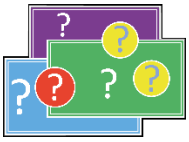
2.5	Several	Poseidon colours	
2.6	Several	High contrast	
3 – Status, commands			
3.1	Several	Yes	
3.2	Several	No	
3.3	Several	On	
3.4	Several	Off	
3.5	Several	Done Positive	
3.6	Several	Interrupt Negative	
3.7	Several	Like	
3.8	Several	Remember!	
3.9	Home navigation Money handling	Well done!	Use 3.7
3.10	Home navigation Money handling	Try again!	
3.11.1 – 3.11.3	Home navigation Money handling	Neutral, happy, sad smiley	

3.12	Several	Stop	
4 – Tasks, activities, places connected to activities			
4.1	Calendar appointments	Movies	
4.2	Calendar appointments	Theater	
4.3	Calendar appointments	Exhibition	
4.4	Calendar appointments	Concert	
4.5	Calendar appointments	Dentist/hygienist	
4.6	Calendar appointments	Doctor	
4.7	Calendar appointments	Physio therapist	
4.8	Calendar appointments	Restaurant	
4.9	Calendar appointments	(Visit) friend	
4.10	Calendar appointments	(Visit) professional therapist	

4.11	Calendar appointments	(Visit) conversation partner	
4.12	Calendar appointments	Football	
4.13	Calendar appointments	Tennis	
4.14	Calendar appointments	Dancing	
4.15	Calendar appointments	Ice-skating	
4.16	Calendar appointments	Horse-back riding	
4.17	Calendar appointments	Bowling	
4.18	Calendar appointments	Skiing Ski	
4.19.1- 4.19.2	Calendar appointments	Swimming	
4.20	Calendar appointments	Gymnastics	
5 – Items			
5.1	Calendar advice	Keys	
5.2	Calendar advice	Drinking bottle	

5.3	Calendar advice	Lunch	
5.4	Calendar advice	Books	
5.5	Calendar advice	Pencil case	
5.6	Calendar advice	Wallet	
5.7	Calendar advice	Back bag	
5.8	Calendar advice	Bag	
5.9	Calendar advice, context	Cold weather	
5.10	Calendar advice, context	Warm weather	
5.11	Calendar advice, context	Raining	
5.12	Calendar advice, context	Raining and cold	
6 – Map, navigation			
6.1	Navigation	Blue navigation mark	
6.2	Navigation	Map	

6.3	Navigation	Close map	
6.4	Navigation	New route	
6.5	Navigation	Planned route(s)	
6.6	Navigation	Next, Further	
6.7	Navigation	Back, Previous	
6.8	Navigation	To a location	
6.9	Navigation	From a location	
6.10	Navigation	Stop	
6.11	Navigation	Go out to navigate	
6.12	Navigation	Left	
6.13	Navigation	Right	
6.14	Navigation	Straight ahead	

6.15	Navigation	Turn around	
7 – Money handling, gaming			
7.1	Money handling	Game	
7.2	Money handling	Pay (with Visa)	
7.3	Money handling	Pay (with money)	
7.4	Money handling	Receive change	
7.5	Money handling	Wallet	Use 5.6
7.6	Money handling	How much?