

PROTOCOL 1

Objective: To gain insight into the everyday lives of an elderly community so as to understand where improvements might be made.

Questions

Can you describe a normal day for you?

What do most people do here in their spare time?

What is your favorite thing to do?
Can you tell me why?
How much time do you spend doing this?

What is your least favorite thing to do?
Can you tell me why?
How much time do you spend doing this?

What is something you find easy?

What is something that you find difficult?
Why is it difficult?

What is something you could not live without?

Have you visited communities other than this one?
How do they compare?

How do you feel about where you live?

Is there something you would like to see happen here?

Approach

Attire:
Business Casual
Clean and Approachable

Demeanor:
Relaxed
Respectful
"On their side"

Self-Validation:
Person of both
Compassion &
Intelligence

Tone:
Casual
Not suggestive

Observe

Rate each question according to
Positive & Negative Emotional Response

Describe any visible body language cues

Record Video data in
Quantitative & Qualitative Forms

Observe environment
What is used?
What appears to be unused?
Rate important items from 1-10