

# TSBank

Time and Skill Bank for Active Aging

Project presentation

V1.1 – October 2016

The TSBank project is funded by the European commission and the Active and Assisted Living Programme

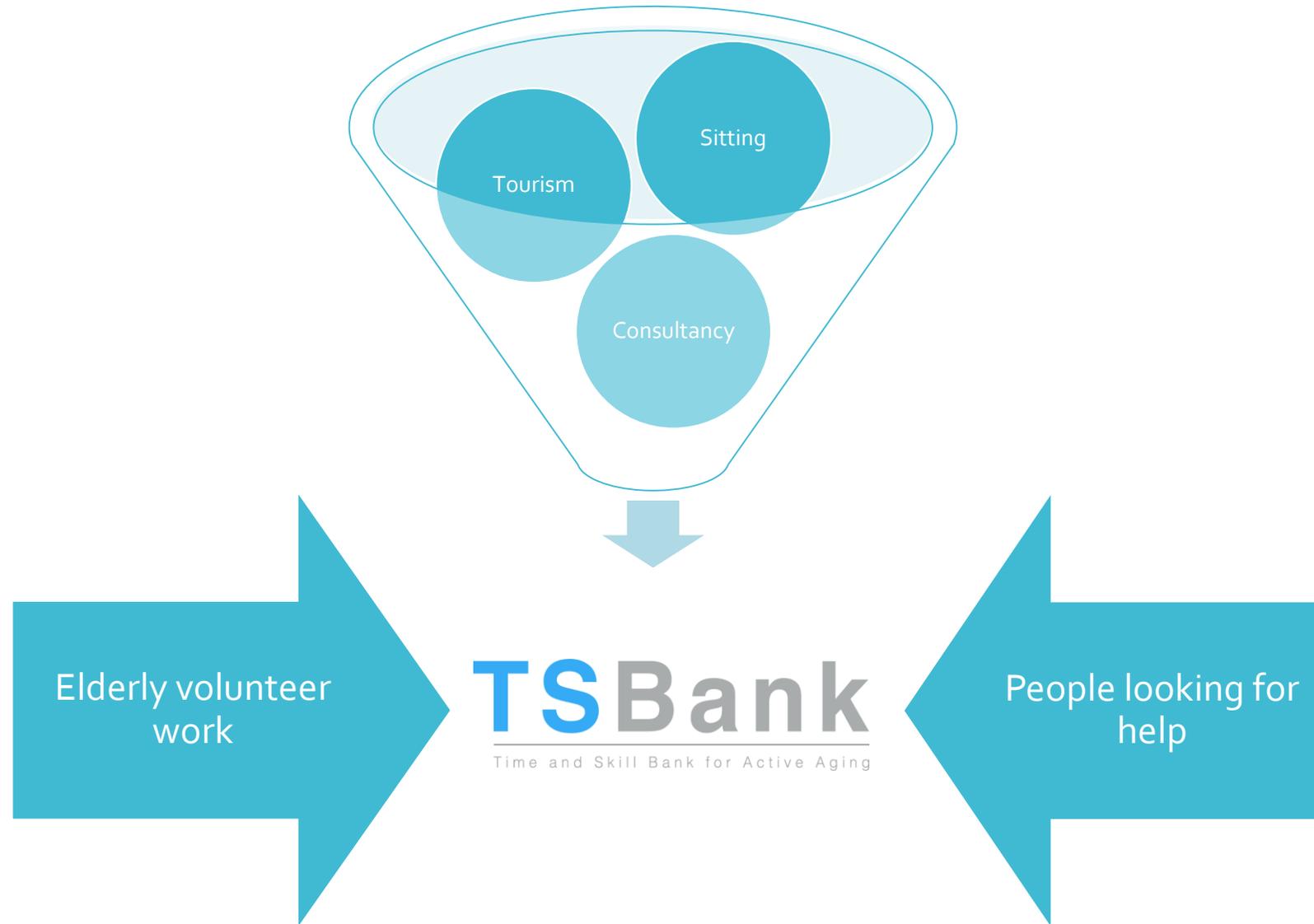


# Project Overview

Develop and validate a web-based service that will match volunteer elderly work with specific work needs that will:

- Improve the quality of life of the participant elderly by giving them a way to help others and use their time productively, which will increase their happiness and self-esteem
  - Reduce the stress on care-givers and family by giving the elderly a way to use their time
  - Develop an innovative matching service that serves as model for future similar services;
- Prepare the exploitation of that service post-project

# Project Overview



# Project Overview

People looking for support can then consult the platform for volunteer elderly that match the sought needs, and the platform puts both parties in contact.

Step by Step:

1. The elderly register with the online tool via a simple interface and insert the tasks they are willing to help on, thus ensuring they are adapted to their capabilities.
2. People looking for a specific service looks in the platform, and the system matches their request with the available elderly support work, putting both in contact.
3. Once the support is done both parties are requested to vote/comment on each other, creating a “trust rating” that enables future help requesters to make a better selection.

# Service Modules

The system will be modular. There's a single base core of features on top of which there are a series of modules dedicated to specific volunteer work areas.

The starting point areas are:

- Tourism
- Sitting
- Consultancy

# Usability and Design

The system will be developed according to the limitations of the elderly users. It will be **adaptable** to various patient profiles, **scalable** in terms of infra-structure and will use **open source protocols**.

The unique requirement to use it will be a computer and an internet connection.

# Target users

## Switzerland

For the first phase of the project we involve people with this characteristics:

- Elderly from 62 to 75 years old;
- Active volunteers of Pro Senectute or people that benefit from the activity of the association and is an active volunteer in another place;
- Basic digital literacy

We will select 10 persons from Ticino Canton, 5 from the rural area and 5 from the city. We will also involve 6 persons from Wallis (it could be consider a rural Canton). We didn't differentiate the candidate from a gender point of view.

# Trust and Community Building

The platform will guaranteeing that its users are protected from abuse and that their privacy. Security mechanisms:

- Every user can select an option that hides his/her profile. The full profile can be made visible for specific third parties selected by the user (as it might be required when two users are negotiating between themselves);
- Every user, be them volunteer workers or work-seekers, has a “trust rating” that is updated by the other party after a work request is fulfilled, allowing other users to determine the level of trust they can place on a platform user;
- The platform offers an internal messaging system to allow for two parties to negotiate for a service without using email or phone.

# End-user involvement

One vital part of the success of TSBank is acceptance from the elderly so, the platform will be user-centered design. To ensure it, it's expected a high level of engagement of participants at many levels throughout the project:

- Questionnaires and focus groups, computed assisted web interviews (CAWI) directed both at pilot participants and other potential end-users.
- Target group perceptions such as empowerment, opinion about the ICT systems, changes in life quality, level of activity, autonomy will be included in the battery of assessments.

These data collection will be used to develop and fine tune the platform before deploying the solution.

# TSBank Partners

**iTime** will be the leader / coordinator of the project, as well as the main technological partner, responsible for the technical development of the platform.



**ANA** will provide the end user information, scientific accuracy, and will organise the Romanian pilot.



**SUPSI** will provide research in active aging, scientific accuracy, dissemination/exploitation of the results, and will organise the Swiss pilot.

University of Applied Sciences and Arts  
of Southern Switzerland

# SUPSI

# Project funding

- **Duration:** 24 months
- **Starting Date:** June 1, 2016
- **Total budget:** 723,000.00 €
- **Public contribution:** 621,900.00 €
- TSBank project is co-funded by the European AAL Joint Programme and the National Funding Agencies



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs,  
Education and Research EAER  
**State Secretariat for Education,  
Research and Innovation SERI**

The logo for FCT (Fundação para a Ciência e a Tecnologia), consisting of the letters 'FCT' in a large, bold, green, sans-serif font.

Fundação para a Ciência e a Tecnologia  
MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR

# Contacts

- **Coordinator:** Increase Time, S.A.
- Name: Gil Gonçalves  
Email: gil.goncalves@itime.pt  
Phone: +351 229 396 355  
Address: Rua Dr. Afonso Cordeiro, 877 Sala 201  
4450-007 Matosinhos, Portugal
- **Website:** <http://www.tsbank.eu>