Digital Confidence — Studio —

PROGRAMS FOR INDEPENDENT AND ASSISTED LIVING COMMUNITIES

Technology that keeps residents connected, independent and confident

Give your residents engaging enrichment programs, patient one-to-one help, and new ways to stay close to family. Digital Confidence Studio brings it to your community, from a single talk to ongoing support.

Presented by Lucy Gray, public library technology instructor, Apple Distinguished Educator and Google Certified Innovator.

Ongoing support

Digital Confidence Concierge

Regular on-site visits, four times or twice a month. Each three-hour visit includes a 45-minute resident workshop plus about two hours of individual help, offered as scheduled appointments, a Tech Café, or both.

TWO WAYS TO DELIVER INDIVIDUAL HELP · ALSO AVAILABLE ON THEIR OWN

Technology Help Desk

Scheduled 20- or 30-minute appointments for a specific question about a phone, tablet, computer, app or online task.

Tech Café

An informal, social drop-in where residents practice together. A good entry point for anyone reluctant to sign up for a class.

digitalconfidencestudio.com

On site across the Chicago metropolitan area.

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TALKS, WORKSHOPS AND SERIES

Resident programs

Each topic can be offered as an interactive talk, a hands-on workshop, or part of a series. Phone and tablet programs use iPhone and iPad; other topics work on most devices.

Phone and tablet foundations (iPhone and iPad)

Get Comfortable with Your iPhone	A beginner series on the screen, gestures, calls, contacts, texting, apps, settings and everyday troubleshooting. Each session builds on the last.
Make Your iPhone Easier to Use ✧ Recommended start	Adjust text size, display, hearing and visual accessibility features, notifications and other preferences on residents' own devices.
iPad for Everyday Life	Navigate an iPad, browse the web, use apps, take photos, and set up comfortable reading and viewing options.

Connection, photos and everyday tasks

Stay in Touch with Family and Friends ✧ Recommended start	Practice video calls, texts, group chats, sharing photos and invitations using the tools residents already use.
Manage Photos on Your Phone	Find, organize, favorite, share and back up photos; understand where images live and what happens when they are deleted.
Digital Memories and Family Stories	Create a simple photo collection, narrated story or shared family album. Can be offered as a resident and family program.
Everyday Online Services	Build confidence with appointments, transportation, shopping, library resources and patient portals through demonstrations and guided practice, without entering sensitive information in group settings.
Forms, Scanning, and Sharing Documents	Use a phone to scan a page, save a PDF, attach it to an email, and recognize where downloaded files go.
Technology for Fun and Entertainment	Find and play podcasts and audiobooks, stream movies and shows, browse the web for hobbies and interests, and try fun online games and puzzles.

Safety, information and new tools

Spot Scams and Suspicious Messages ✦ Recommended start	Practice recognizing phishing texts, calls and emails, checking a claim independently, and responding when something feels wrong.
Passwords and Account Basics	Understand accounts, password managers, recovery methods and two-step verification; practice a safe process for keeping access to important services.
Making Sense of Online Information	Explore how online information spreads, compare sources, check context and images, and find dependable civic and community information.
Explore Free AI Tools	A guided, hands-on introduction to asking questions, brainstorming, writing and planning with free AI tools, including how to check answers and protect private details.
The Best Online Resources for Curious Adults	A lively tour of free cultural, learning, entertainment, genealogy and library resources, plus local events, maps, transit options and trusted community information, shaped around resident interests.

Program formats

Interactive talk

About 45–60 minutes

Demonstration and questions, with no device required.

Hands-on workshop

About 75–90 minutes; shorter sessions or a midpoint break on request

Residents bring a charged device, or the community arranges loaners where appropriate. Participants receive simple preparation instructions for each topic, and smaller groups allow individual help.

Series

Three to six sequential workshops, $300 each

Especially useful for the iPhone series and other beginner topics.

Private coaching

60 minutes, before or after a community visit

Individual support for personal goals or challenges that are not suitable for a group setting.

Every talk and workshop includes a take-home tip sheet, and individual help ends with written follow-up tips.

SENIOR LIVING RATES

Pricing

Your community pays for group programs and help hours. Private coaching is paid by the community or the resident, as arranged; residents pay Digital Confidence Studio directly.

Program	Includes	Price
SINGLE PROGRAMS		
Interactive talk	45–60 minutes of demonstration and questions	$250
Hands-on workshop	75–90 minutes; up to 12 residents	$325
Tech Café or help desk	Three hours on site for drop-ins or appointments	$450
Private resident coaching	60 minutes, before or after a scheduled visit	$100
PACKAGES AND PLANS		
Workshop series	Three to six workshops on one topic (three-part series: $900)	$300 each
Concierge pilot	Four weekly three-hour visits; details below	$1,900
Concierge, twice a month	Two visits a month; three-month commitment	$950/mo
Concierge, four visits a month	Four visits a month; three-month commitment	$1,800/mo

Where to start

Four-week Concierge pilot — $1,900

Four weekly three-hour visits, each with a 45-minute workshop and about two hours of individual help through appointments, a Tech Café, or both. A resident survey opens the pilot, and their feedback shapes what comes next. Continuing with a three-month Concierge plan afterward is optional.

Introductory visit

One three-hour visit: a 45-minute workshop plus about two hours of individual help. Book the pilot within 30 days and it counts as week one; the remaining three visits are $1,425.

$475

Prices assume one location in the Chicago metropolitan area, a community-provided room, reliable Wi-Fi and display equipment, and residents bringing charged devices for hands-on learning; the community may arrange loaner devices. Travel outside the usual area and substantial custom curriculum are quoted separately.



YOUR PRESENTER

About Lucy Gray

Lucy Gray teaches technology to adults in public library and community settings, helping people of every experience level get comfortable with iPhones, iPads, Google tools and everyday online tasks. Her approach is patient and practical: she starts with what each person wants to do, explains things in plain language, and leaves plenty of time to practice.

A former classroom teacher and educational technology director, Lucy has spent her career making new technology approachable and useful.

Apple Distinguished Educator | Google Certified Innovator | ISTE Making It Happen Award

Planning together

Your community provides

- ✓ A room with reliable Wi-Fi
- ✓ A display for demonstrations
- ✓ Help with registration
- ✓ A staff member or volunteer to assist with accessibility and room logistics

Good to know

Sessions can be tailored to independent living and assisted living residents; pacing, group size and physical access are set with the community. Instruction does not include handling residents' passwords, financial transactions or medical decisions.

BOOKING

Plan a program for your residents

Email your preferred topics, approximate group size, location and dates, and Lucy will recommend a format.

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