Use case

Insert system name

Insert your actors

Onboarding Pair Facility

Mr & Mrs Tan

Daniel Tan

my job is make ur transition more smooth

Sam Ling

Transition Agent

Companioncare Staff

Volunteer Mover

Looking into details look up for resources

Somewhere they can get information or contact someone (like a staff or transition staff)

Sam Ling

Is there an easier way for them to connect transition agent? Is it opening up a zoom chatroom? or is it a chatbot? There may be personal issue that doesnt allow them to talk in events (?)

Sam Ling

- Routine for Daniel.
- Respect and Wellness for Mr. and Mrs. Tan.
- Emotional Safety for all family members.
- Collaborative, Family-Centered Approach

Sam Ling

Signing up

Should there be some form or a list of questions that they can onboard easier?

Sam Ling

- Focus on Independence, but also still reassure the parents on the child's wellbeing
- Give parents the wellness they need.
- Help them maintain a schedule(?)

Sam Ling

what can help the parents feel reassuming in a new environment? How to make Daniel get use to the new enviornment? (visual daily calendar?)

Sam Ling

What tools the transition staff might need to help with this situation?

Sam Ling

Introduction and transition (Tour?)

What tools can the transition agent use to note down whatever the client's habit is etc and that it can transfer easily for staff inside the facilities

Sam Ling

How can we design a routine for Daniel but also let Mr and Mrs Tan have their own time?

Sam Ling

Day care centre first? before moving into the facilities

Sam Ling

Confirming their place.

How then can we kickstart and adapt the app to something else

Sam Ling

dropping out due to unsuitable for them

How can we then open up to them if they change their mind? Can we make this easier for them to come back to?

Sam Ling

Moving in

how then can things change to fit closer to this stage? should there be a trigger button that can switch to something more immersive

Sam Ling

Staying

How does the staff able to be well informed of Daniel's and Mr & Mrs Tan's wellbeing.

Sam Ling

Daniel Tan

Mr & Mrs Tan