

A stylized profile of a person's head in white, set against a light blue background. The brain area is highlighted in a vibrant red color. The text 'IT IS YOUR TURN' is overlaid on the profile.

IT IS YOUR

TURN



IT IS YOUR TURN

MFA Design for Social Innovation
School of Visual Arts, NYC
Thesis Project
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Preface

I believe that designers have the power and skills to communicate with people, share knowledge, use visual language to empower people's thoughts, and make informed decisions about the world around them. I enjoy working at the intersection of social justice and civic innovation by designing user-friendly services and using new media platforms to grow an active voice with teams across sectors.

Last summer I came back to China, and I realized that my parents are turning sixty. According to current statistics, they are seniors and going to retire. I was interested to learn what society and design have to offer to make sure their retirement life is fulfilled and happy in the next few decades.

Curious about our future, I started researching aging. We need to come up with an eye-opening guide to life, offering easily implementable steps that have a positive effect on our long-term future.

This is why I started my thesis journey, a process that takes everything I have learned about aging and how society, designers, and cities can perform better, and breaks it down into simple principles and actions that all of us can take today and every day- so we can live smarter now to live better forever - personally and as a society.

I am really grateful that I am able to work with an incredible group of seniors who are with me throughout this journey. Many thanks to Selfhelp Senior Center project director Jane Qiu and other amazing staff who contributed their time to participate in every single of my processes.

This project was advised by Mari Nakano.

I'm especially thankful to my incredibly patient thesis advisor, Mari, and to Miya — thank you for creating this space for us to explore design in its most impactful format.

And Finally, I have to thank my family for giving me the love I needed. None of this would have been possible without you.



“Aging is a gift that we receive with life—and in New Aging, we can experience simple ideas to help us experience life smarter, better, and longer.”

Matthias Hollwich

Foreward

Before starting my thesis, I would like to introduce the One-child policy¹ in China. One-child policy, an official program started in the late 1970s and early '80s by the central government of China, the purpose of which was to limit the great majority of family units in the country to one child each. The rationale for implementing the policy was to reduce the growth rate of China's enormous population. I am the only child in my family.

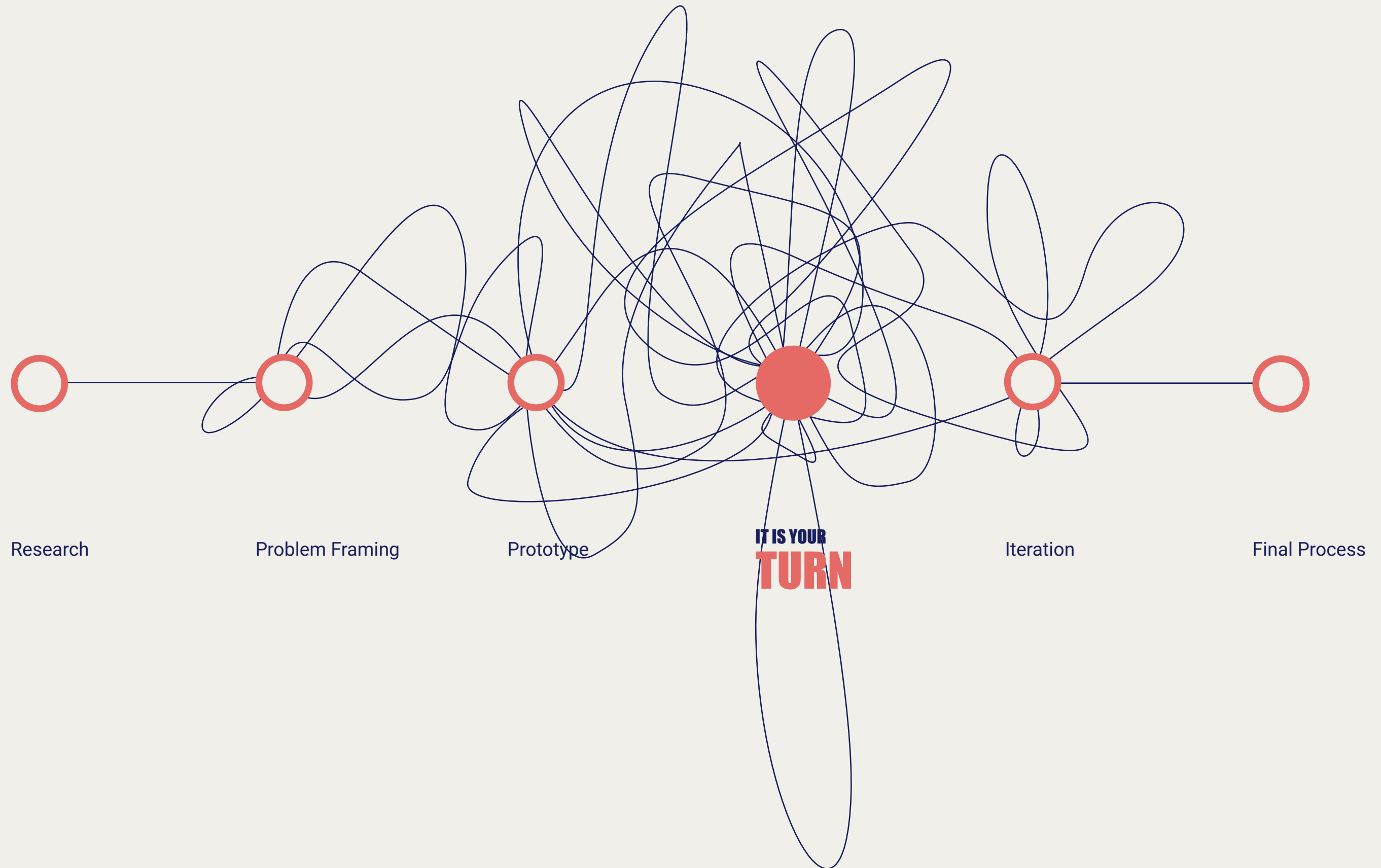
However, the one-child policy produced consequences beyond the goal of reducing population growth. Being the only child means when my parents get older, I will have to bear the responsibility of supporting both of my parents and my grandparents in their old age, as I cannot rely on siblings to help me care for my aging family. The 4-2-1 problem² surrounding the one-child policy means the growing proportion of elderly people became a concern, as the great majority of senior citizens in China relied on their children for support after they retired, and there were fewer children to support them.

My thesis journey begins with developing a new attitude toward aging: Finding new ways to stay relevant to the world around us and enlisting the services that will guarantee our independence for into the future. There are hurdles that we have to overcome in life, especially when getting older, but we have the opportunity to take small, almost playful actions to remove these hurdles even before they become an issue. Once removed, they are not just gone for us; with our lives as an example, they can also be removed for our families, friends, and neighbors so we all can live the life we want, all life long.

1. Kenneth Pletcher. "One Child Policy." ENCYCLOPEDIA BRITANNICA, May 12, 2020. <https://www.britannica.com/topic/one-child-policy>

2. Quanbao Jiang and Jesús J. Sánchez-Barricarte. "The 4-2-1 family structure in China: a survival analysis based on life tables. Pdf." PMC, June 2011. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC35547295/>

Thesis Journey



Context



Context

Global Situation

Today, for the first time in history, most people can expect to live into their sixties and beyond. This reflects our successes in dealing with disease and mortality in older ages. When combined with marked falls in fertility rates, these increases in life expectancy are leading to equally significant changes in population structure – population ageing.

By 2050, **one in five** people will be 60 years or older, totalling 2 billion people worldwide¹.



The 2030 Agenda for Sustainable Development makes it clear that a healthy life and the right to health do not start or end at a specific age. They are applicable to all ages, including the later years of life. If we are to achieve the Sustainable Development Goals, we will therefore need to take account of the rapid population ageing that is occurring in almost every country. This demographic transition is unprecedented and will impact almost all aspects of society.

1. "Global strategy and action plan on ageing and health. Pdf," World Health Organization, 2017. <https://www.who.int/ageing/WHO-GSAP-2017.pdf?ua=1>

Ageing

Longer lives bring great opportunities, including the possibility of rethinking how our entire life course might unfold. But these opportunities are very dependent on people maintaining good health into older age. Unfortunately, evidence suggests that many older people today experience much poorer health than we know is possible. And for older adults with significant declines in capacity, supportive environments and integrated care systems can ensure that they live lives of dignity and continued personal growth¹.

Ageing perceptions can have powerful implications for older people: it shows that when negative ageing perceptions are implied they can discourage older individuals' cognitive and physical functioning.

The Global strategy and action plan on ageing and health was adopted by the Sixty-ninth World Health Assembly in May 2016² and provides a political mandate for the action that is required to ensure that everyone has the opportunity to experience both a long and healthy life. Extensive consultations across countries and regions, civil society and other non-state actors, contributed to this first ever strategy on ageing and health. We need to develop a fresh conceptualization of Healthy Ageing as being much more than the absence of disease and offer comprehensive guidance to countries and development partners on how to foster the functional ability of older people to be and to do what they value.

1. "Global strategy and action plan on ageing and health. Pdf," World Health Organization, 2017. <https://www.who.int/ageing/WHO-GSAP-2017.pdf?ua=1>

2. WHA69.3. Global strategy and action plan on ageing and health 2016–2020: towards a world in which everyone can live a long and healthy life. In: Sixty-ninth World Health Assembly, Geneva, 23–29 May 2016. Resolutions and decisions, annexes. Geneva: World Health Organization; 2016:8–11 (WHA69/2016/REC/1; http://apps.who.int/gb/ebwha/pdf_files/WHA69-REC1/A69_2016_REC1-en.pdf#page=1, accessed [15 January, 2018])

Healthy Aging

Longer lives bring great opportunities, including the possibility of rethinking how our entire life course might unfold. But these opportunities are very dependent on people maintaining good health into older age. **Unfortunately, evidence suggests that many older people today experience much poorer health than we know is possible.** And for older adults with significant declines in capacity, supportive environments and integrated care systems can ensure that they live lives of dignity and continued personal growth. Aging perceptions can have powerful implications for older people: it shows that when negative aging perceptions are implied they can discourage older individuals' cognitive and physical functioning.

Healthy Ageing¹ is about creating the environments and opportunities that enable people to be and do what they value throughout their lives. Everybody can experience Healthy Ageing.

1. "Aging and life-course> What is healthy aging?" World Health Organization, 2017. <https://www.who.int/ageing/healthy-ageing/en/>

WHO defines Healthy Ageing "as the process of developing and maintaining the functional ability that enables wellbeing in older age". This includes a person's ability to:

1. meet their basic needs;
2. to learn, grow and make decisions;
3. to be mobile;
4. to build and maintain relationships; and
5. to contribute to society.



Key considerations of Healthy Aging¹

Diversity: There is no typical older person. Some 80-year-olds have levels of physical and mental capacity that compare favourably with 30-year-olds. Others of the same age may require extensive care and support for basic activities like dressing and eating. Policy should be framed to improve the functional ability of all older people, whether they are robust, care dependent or in between.

Inequity: A large proportion (approximately 75%) of the diversity in capacity and circumstance observed in older age is the result of the cumulative impact of advantage and disadvantage across people's lives.

Importantly, the relationships we have with our environments are shaped by factors such as the family we were born into, our sex, our ethnicity, level of education and financial resources.

1. "Aging and life-course> What is healthy aging?" World Health Organization, 2017. <https://www.who.int/ageing/healthy-ageing/en/>

“ Our report found that immigrants are **almost half** of all elderly New Yorkers in the city and that they are practically driving the population growth among older people in the city”

the Center for an Urban Future
Christian González-Rivera

Elderly Chinese immigrants in NYC

New York is growing old quickly. We're currently living in a time, where NYC alone has 1.55 million adults over the age of 60, and that number will grow by 35 percent by the year 2030. This shift in age demographics raises significant health and quality-of-life challenges for both aging parents and their children.

By the year 2020, immigrants will form the majority of the elderly population in New York City, with Dominicans, Mexicans and Chinese as the fastest-growing groups¹.

Asian Americans are one of the fastest growing ethnic groups in the U.S. Many of these immigrants are older adults. Chinese Americans are the largest group and also the oldest, with a long life expectancy.

There is limited research about Chinese American groups.

+ As Chinese Americans are immigrating into the U.S. in larger numbers, growing old and retiring in the U.S., understanding their life satisfaction could shed light on their quality of life, as well as inform policy makers and community organizations of future needs for social services.

NEW YORK

1. Christian González-Rivera, "Planning for New York's Aging Immigrant Population," the Center for an Urban Future, November 2014. <https://nycfuture.org/research/planning-for-new-yorks-aging-immigrant-population>.



Co-Creation

Snapshot of My Participants

30+

**Elderly Chinese
Immigrants' Interviews**

50+

**Observation
Hours**

2

**Senior
Center**

6

**Site
Visits**

5

**Experts'
Interviews**

3

**Senior
Volunteers**

2

**Social
Workers**

2

**Prototype
Workshops**

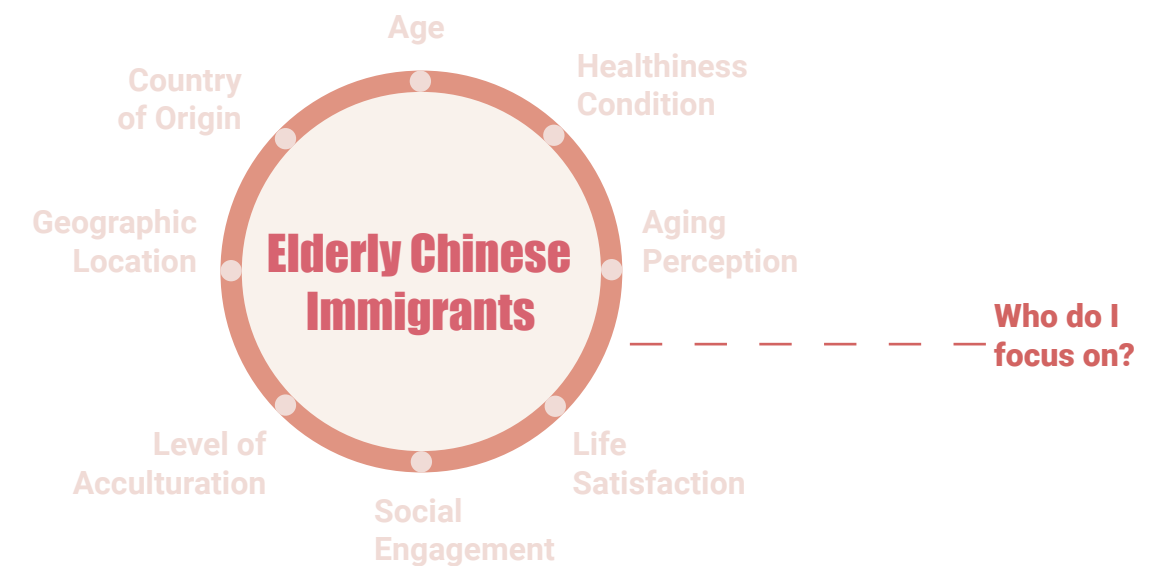


Selfhelp Innovative Senior Center
Benjamin Rosenthal Prince Street
Fluashing, Queens



Selfhelp¹ is one of the largest and most respected not-for-profit human service agencies in the New York metropolitan area, with 46 programs offering services throughout Manhattan, Brooklyn, Queens, the Bronx, Nassau and Suffolk Counties, and Westchester. Selfhelp provides a broad set of services to more than 20,000 elderly, frail, and vulnerable New Yorkers each year. We are dedicated to maintaining the independence and dignity of seniors and at-risk populations through a spectrum of housing, home health care, and social services and will lead in applying new methods and technologies to address changing needs of its community.

Selfhelp also includes one Innovative Senior Center Benjamin Rosenthal Prince St which is located in Flushing Queens and mainly focuses on **senior Chinese immigrants**. It serves more than 300 older adults everyday in a variety of educational and social activities. **Their mission is to provide quality services to members to meet their daily nutritional, emotional, physical, and social needs.**

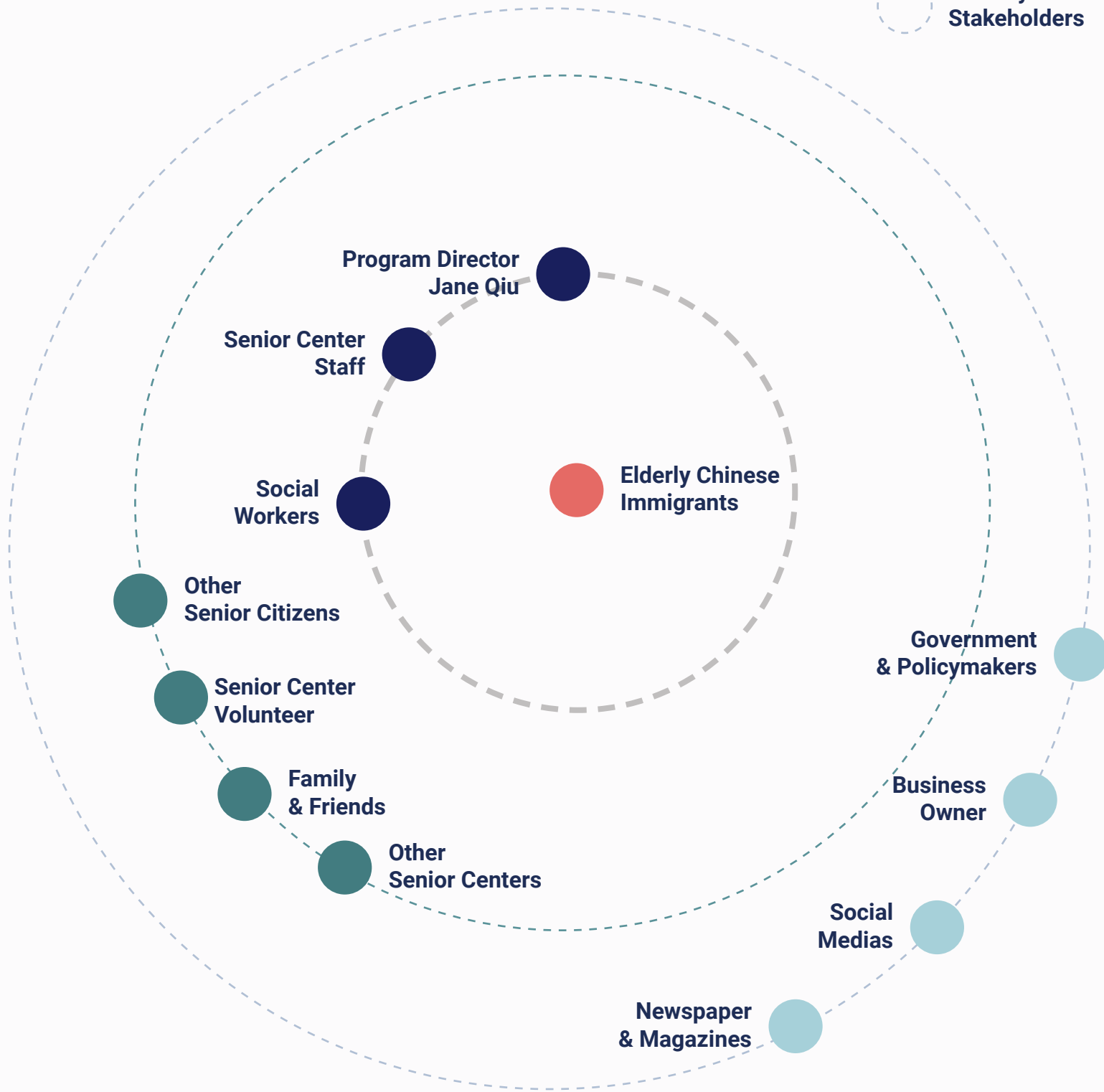


¹, "About us" Selfhelp, May 2020. <https://www.selfhelp.net/about-us.php>

Stakeholder Map

-  Target Community
-  Secondary Stakeholders
-  Tertiary Stakeholders

-  Target Audiences/Clients
-  Experts In the Senior Center
-  Potential Audiences
-  Other Influencers Groups/ Individuals



Elderly Chinese Immigrants



Daisy

Staff in the Selfhelp Senior Center

Chinese immigrant
63 years old

She came to the States with her husband and her daughter 10 years ago. She used to work in a similar non-profit organization after she came to the States, she is not retired yet.

"I don't really have chance to sit with my families to discuss the next few decades of everyone's life."

"I don't have extra needs for technology stuff, I think the social media Apps and video Apps are enough for me."

"When I retired, I will consider to participant the physical activities."

Insight 1

Retirement may be seen as a reminder of the fact that the person is aging, with fears about death, sickness, and disability arising. They want to increase health knowledge and spend more time with family.

"As I get closer to the retirement, I am start to worry about a wide range of issues. In my age, I'm considering more about my family and my own health, I also want to know more about nutrition knowledges."

Q1 Do you know what your ideal retirement looks like?

A1 As you can see, I'm so busy with my job that I don't have time to think about my retirement.

Q2 How will you want to spend your new-found time?

A2 "Eh..I don't have any plan for my retirement, but we'll figure out when we come to that day."

Insights 2

Many people complain that they don't have enough time to think about their retirement, but once they approach retirement, they don't know what to do with it and they tend to avoid to plan their new life.

Insights 3

People always assume they were too old for something instead of finding out who they are and what they're capable of, because they think it's not age-appropriate. They need a new understanding of aging.

"I don't want to start a new business in my age. We had government subsidies that can afford my retirement life. I want to maintain physical fitness and overall health through some physical activities in the senior center when I retired."

"I don't have extra needs for technology stuff, I think the social media Apps and video Apps are enough for me."

“I saw my daughter and her family at least once a month, we will celebrate the American festival like Thanksgiving and Christmas, but we don't celebrate the Chinese Festival.”

Ms. Wang

Ms. Wang

Member in Selfhelp Senior Center
Retired

Chinese immigrant
69 years old

Description: She came to the States with her husband and her daughter in 1980. She ran her own Chinese restaurant in Manhattan before her retirement. Her husband died 10 years ago.

“I lived alone since my husband died, my daughter she has her own family in Philadelphia, I don't want to bother her live, and I need my own friends and activities.”

“Sometimes I feel lonely in the night, but I told myself that everyone will suffer the loneliness, I need to think positive”



“I will organize some outdoor activities with my friends who I met in the senior center. I am happy to hang out with them.”

KEY WORDS

Generation Gap/
Culture Gap
Lower mental health support
Family Relationship
Self belonging
Self-values

Wendy

Staff in the Selfhelp Senior Center

Chinese immigrant
66 years old

Description: She came to the States with her husband and her daughter 20 years ago. She gave a birth to her younger son in the States. At first, she worked as a intern in the senior center, after one year, she became the regular employee.



“The biggest change for me is that I had chance to give birth to my younger son in the State when I was 38, because China has the one-child policy in that time.”

“I feel very regret last year when I didn't see my mother when she died in China, I miss my families very much.”

“If I have another chance to live again, I will definitely go to collage to gain more knowledges and I realized age didn't limit my abilities but my thoughts did.”

KEY WORDS

Generation Gap/ Culture Gap
Family Relationship
Self-values

“Because my younger son was born in US, he wasn't familiar with traditional Chinese culture, he acts more like western way.”



Jane Qiu

Program Director in the Selfhelp Senior Center
Chinese immigrant

Description: She is an amazing woman who always cares about the elderly people and their experience here. We had lots of conversations around how to establish an innovative senior center and retirements.

Key Interview Questions

Q1 What happens to elderly when they retire?

A1 Lots of our members feel depression when they retired, we provide psychological consult for those people. We encourage them to take part in our programs or come here and hang out with others in our center. It is important for them to find something to do or learn new things and build new relationships.

Q2 How do they perceive themselves when they retire?

A2 We have multiple programs they can take part in. I found that people who have been volunteers before, will be easily to transform their retirements, many of our members are willing to become volunteers, they care about others and they can found their values.

Q3 What do they wish to do now that they're not working?

A3 Become a volunteer is a good. In addiction, seniors are willing to learn how to use cell phone and social media platforms. And they also participate in many language classes.

Q4 What is the importance for seniors?

A4 Seniors sometimes are lonely they need our accompany and friends. It is important for them to move their bodies and keep balance. In the meantime, we are in the digital media era, The trend of the future is smart elderly life, elderly need to learn how to use cell phone and other e-platforms. Many of the big companies came here to promote their smart products such as Goole and Panasonic.

Q5 Overall, How do you think about Senior Center program?

A5 To be honest, we reealy care about our members but we don't have platform to listen to their voices, we need to improve this part of works.

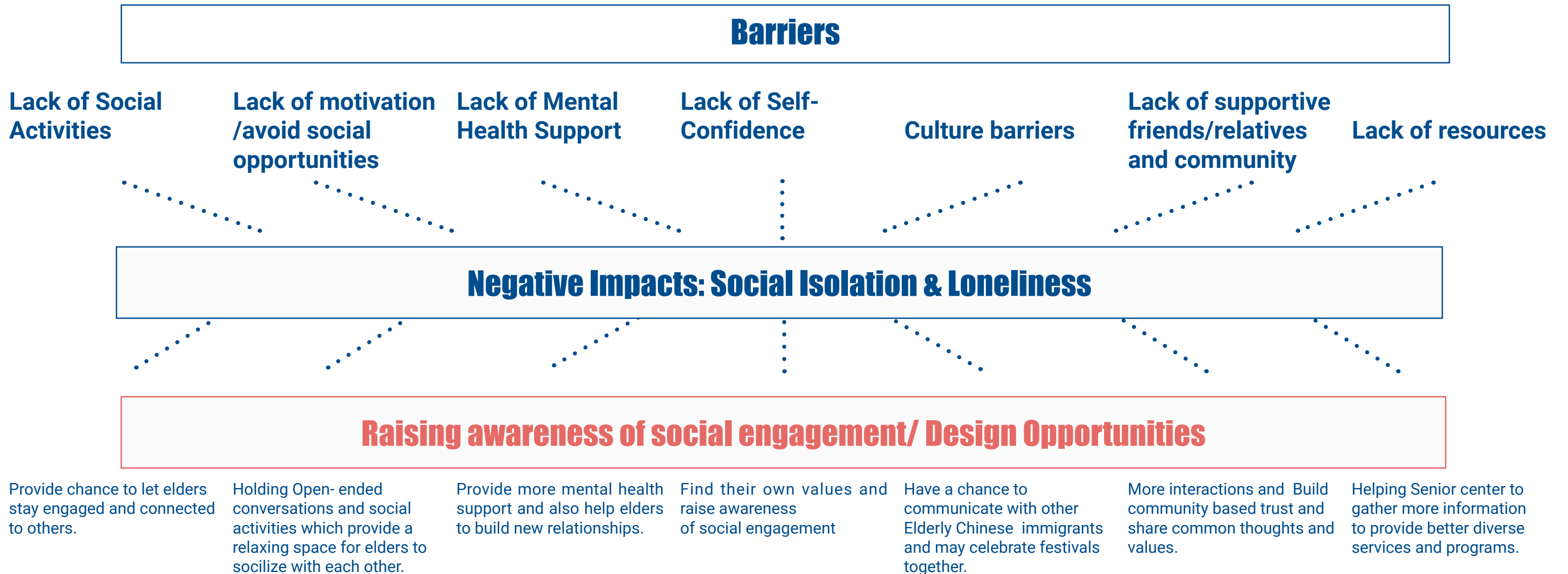
Problem Framing

Spoken with lots of older adults in the senior center, I found common barriers among them is social participation, they lose contact with their friends/relatives, lack a supportive community, and described attempts to avoid social opportunities. This lack of capacity for older adults socially engaged in their communities which leads to a series of negative impacts of social isolation and loneliness.

Raising awareness of social engagement among older adults is critical to enhancing their wellbeing, improving health outcomes and motivating positive behavioral changes.

But it's common that older adults also need an approachable way to communicate their needs to the senior center.

So that the Senior center can collect data to make informed decisions on how to better serve older adults.



Prototype

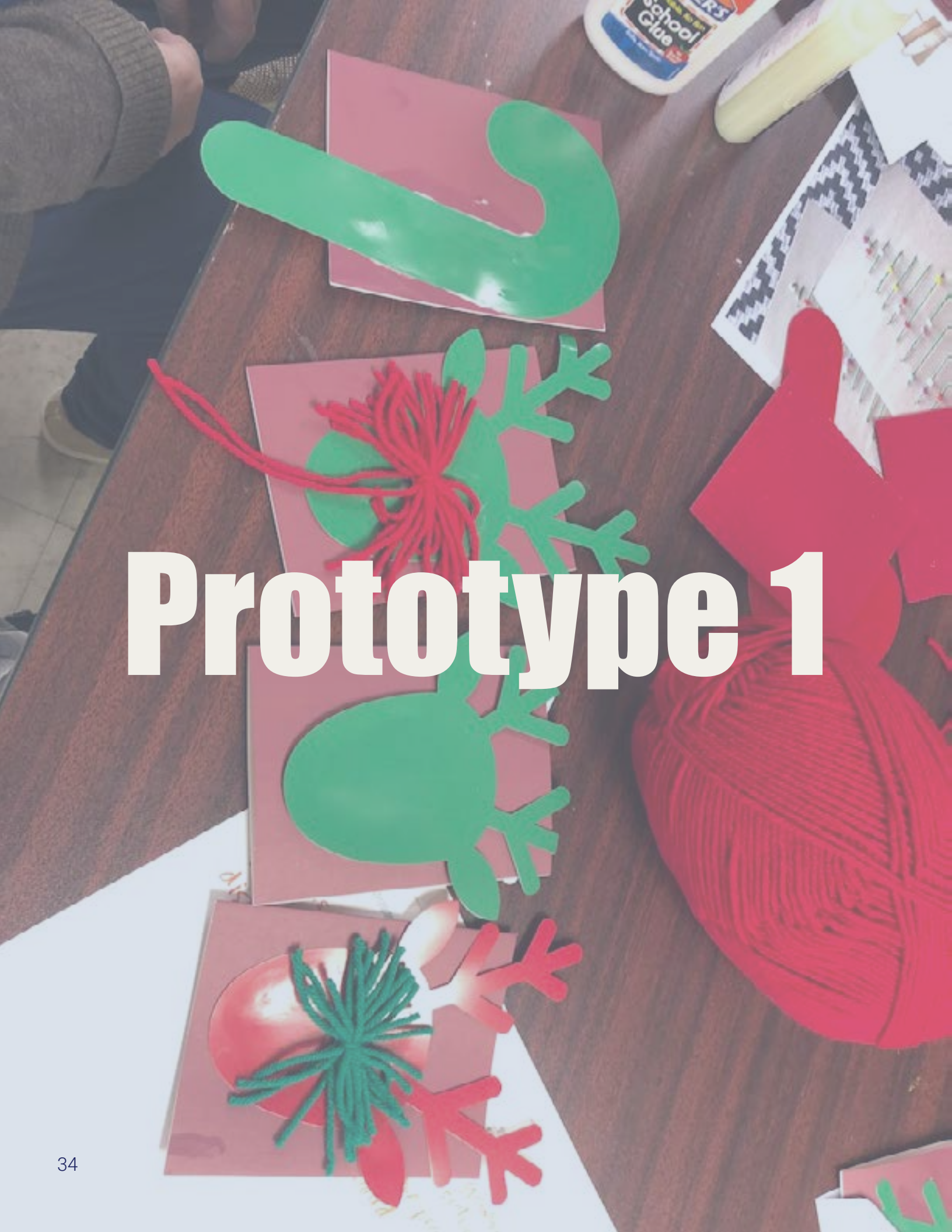
ABOUT PROTOTYPE...

After I interviewing and observing in the Selfhelp Senior Center I tried out few path to gathering the idea of health aging, including Art workshop, Culture sharing workshop and educational game. The main idea is that I want to explore how the concept of healthy aging affects elderly Chinese immigrants living in NYC and which one is the most effective and acceptable approach for seniors.



“I enjoy participating workshops, as you noticed we can chat with others, it makes me feel relaxed. I hope our senior center could have more workshops like that one in the future.

Ms. Liu
Senior Center member



Prototype 1

ART & CRAFT WORKSHOP

Design Christmas postcard and story sharing

DESCRIPTION

Make Christmas postcards and participants will write or draw their own stories related to Christmas, see how language has the power to shape their understanding of themselves, and help them find tools to solve their own problems.

GOAL

1. The big goal of the workshop is to explore how the concept of healthy aging affect elderly Chinese immigrants living in NYC.
2. Making a space for elders to express their thoughts confidently.
3. Understanding their sense of life satisfaction and concerns through artwork creating and story sharing, which will also inform Selfhelp of future needs for social services.
4. Developing new knowledge and understanding in positive change to move forward.

QUESTIONS TO CONSIDER

What is the most memorable memory about Christmas with your friends and family?

BIG LEARNING

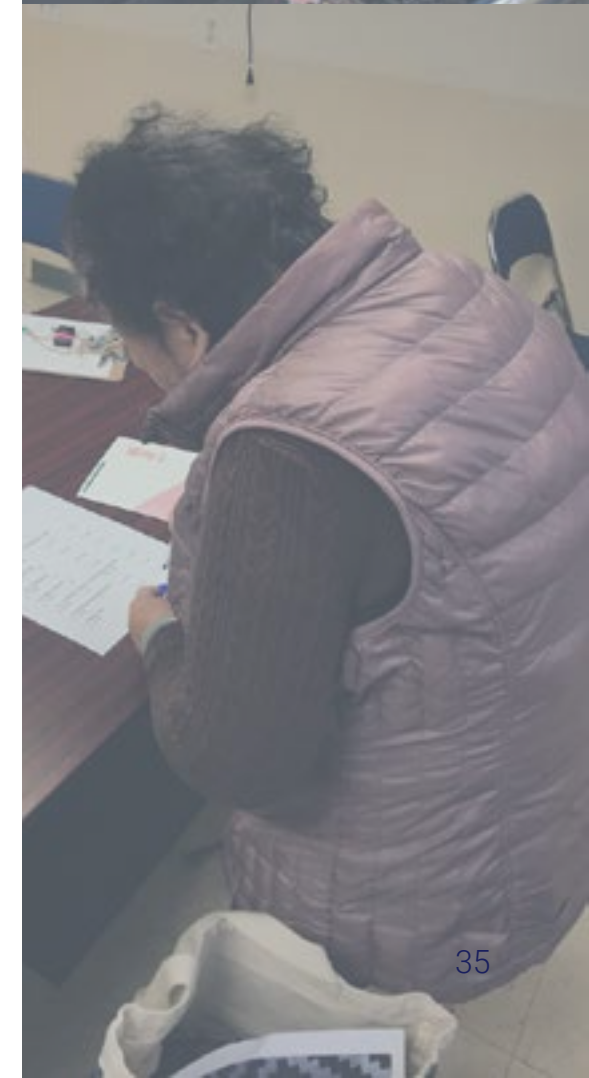
1. Seniors enjoy being able to chat with others while creating art pieces.
2. Culture sharing can let elders stay connected and engaged
3. Elders have lots of thoughts but they don't have chance to share, gave feedback sheet is a good way to collect ideas.

KEEP IN MIND

Elders need more Social activities
Gave open-ended conversations let elders more comfort to talk and share their stories and thoughts.
Workshop is a good way to build relationship, after this activities, many elders feel more comfortable to express their opinions

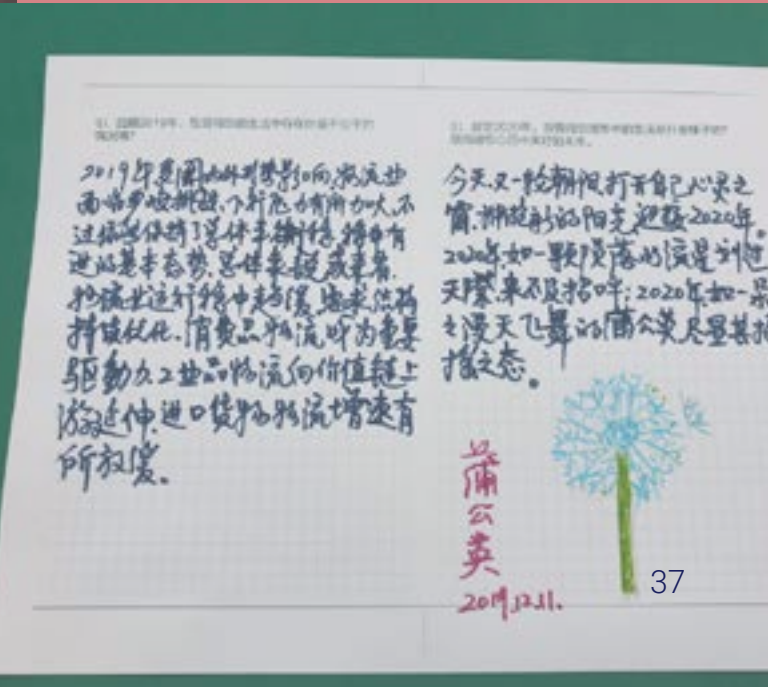
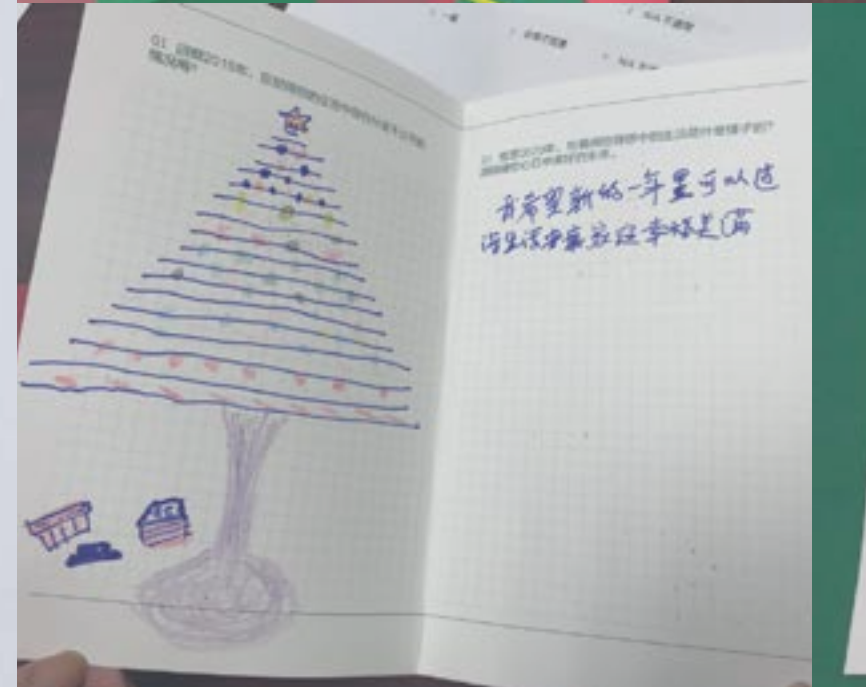
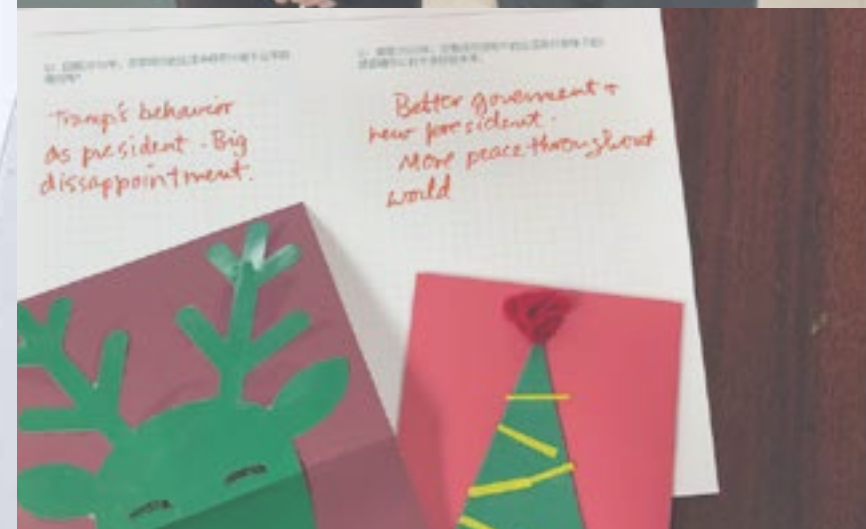
KEY WORDS

Sociability
Storytelling
Relationship building





I also designed one postcard with three different themes, which are including Christmas, New Year and Happiness. I'm so surprised that elders are very creative.



Prototype 2

“Older Asian-American immigrants are healthier and happier if they are socially active, connected to their families and communities, and able to maintain their cultural values while adapting to western culture.”

Rutgers study¹

1. Asian-American Face Barriers to Healthy Aging



ART & CRAFT WORKSHOP

Preparation for the Chinese Spring Festival

DESCRIPTION

Traditional Chinese culture sharing with other senior members and have a discussion about the impact of their heritage

GOAL

1. Understand how the concept of heritage and identity effect elders' aging life in the States.
2. Understand how do elders apply to their sense of belonging.

TO CONSIDER ABOUT

1. What aspects of your background are the most important to you?
2. How do you relate to your cultural identities?
3. What aspects of your background are the most important to you?
4. How do you relate to your various cultural identities?
5. How did your multiple cultural identities affect you as a kid?

BIG LEARNING

1. Almost every elder has strong recognition of cultural identity.
2. Elders who have similar culture background are more easily to build relationship.
3. Elders love to celebrate every single traditional Chinese festival. They can rise a sense of belonging in the senior center when they celebrate Chinese festival together.

KEY WORDS

Sociability
Culture Sharing
Heritage, identity and nationality

Prototype 3

Before the COVID-19 pandemic, I tested an early stage game and tried to play with elders in the senior center. Their feedback crafted the foundation of IT IS YOUR TURN.

GOAL

1. Understand the typical lifestyle of elderly Chinese immigrants.
2. Understand their perception of aging.
3. Learn about what services and activities are most relevant/most interesting to them.
4. Understand how they learn about available activities.
5. Learn about what challenges there might be for seniors to be connected to the activities or services they prefer.
6. Understand seniors desires and aspirations.

INSIGHTS

Organization should think differently and provide better experiences of their members while demonstrating that a senior's quality of life can actually improve when they create meaningful and engaging activity ideas for seniors.

KEY WORDS

Game Satisfaction Survey
Educational Interation
Data collection

START 開始	61歲 參加一項體育訓練 獎勵	62歲 和孫子分牌位 獎勵	63歲 嘗試一下	64歲 試出餐館的菜 獎勵	65歲 嘗試一下	66歲 和孫子分牌位 獎勵	67歲 參加一項體育訓練 獎勵	68歲 嘗試一下	69歲 參加一項體育訓練 獎勵	70歲 機會 與命 運
	65歲 和孫子分牌位 獎勵	63歲 和孫子一起購物 獎勵	63歲 在菜館聚餐 獎勵	64歲 和孫子聚餐 獎勵	65歲 嘗試一下	66歲 嘗試一下	67歲 參加一項體育訓練 獎勵	68歲 和孫子分牌位 獎勵	69歲 嘗試一下	
80歲 機會 與命 運	79歲 和孫子分牌位 獎勵	78歲 嘗試一下	77歲 和孫子分牌位 獎勵	76歲 參加一項體育訓練 獎勵	75歲 嘗試一下	74歲 參加一項體育訓練 獎勵	73歲 和孫子分牌位 獎勵	72歲 參加一項體育訓練 獎勵	71歲 和孫子分牌位 獎勵	90歲 機會 與命 運
	79歲 和孫子分牌位 獎勵	78歲 參加一項體育訓練 獎勵	77歲 和孫子分牌位 獎勵	76歲 嘗試一下	75歲 和孫子分牌位 獎勵	74歲 嘗試一下	73歲 和孫子分牌位 獎勵	72歲 參加一項體育訓練 獎勵	71歲 和孫子分牌位 獎勵	
100歲	89歲 和孫子分牌位 獎勵	87歲 參加一項體育訓練 獎勵	85歲 和孫子分牌位 獎勵	84歲 參加戶外項目 獎勵	83歲 和孫子分牌位 獎勵	82歲 參加一項體育訓練 獎勵	81歲 和孫子分牌位 獎勵	80歲 參加一項體育訓練 獎勵	79歲 嘗試一下	機會 與命 運
	89歲 和孫子分牌位 獎勵	88歲 參加一項體育訓練 獎勵	87歲 和孫子分牌位 獎勵	86歲 嘗試一下	85歲 和孫子分牌位 獎勵	84歲 參加一項體育訓練 獎勵	83歲 和孫子分牌位 獎勵	82歲 參加一項體育訓練 獎勵	81歲 和孫子分牌位 獎勵	

“I like this game, it let me rethink my retirement life and what I could do in my older life.”

Steve
Senior Center volunteer

“I would say that “our contribution” is important because the senior center is running few programs that not really meet our needs. ”

Mr. Chan
Senior Center member

“Interesting game, however I think many programs are not possibly running in the senior center. BUT if there is a chance, I would like to try.”

Ms. Jin
Senior Center member

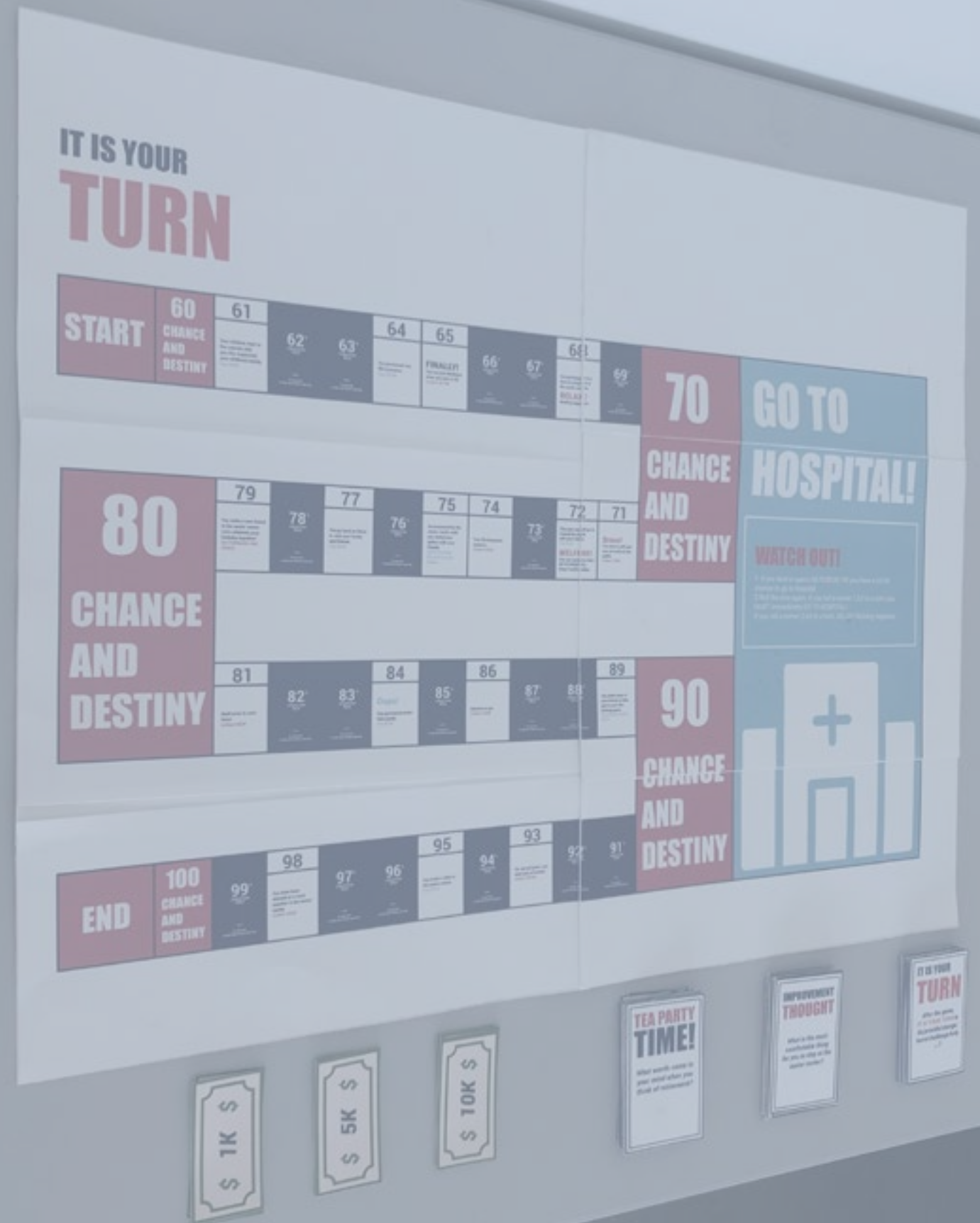
*How might we create new ways to **motivate** Elderly Chinese immigrants to **contribute to improving senior center services**?*

*For seniors: to have **a space** to formulate, express and share their **needs** and **plan** better for their retirement life*

*For senior center: to **better understand** what kind of services their clients' (seniors) need*

IT IS YOUR TURN

As you all noticed that the COVID-19 pandemic has spread to all corners of the globe, there is so much uncertainty and concerns during this time in NYC, all of our classes are remote and the Selfhelp Senior Center also closed. Unfortunately I cannot reach senior citizens anymore. However my thesis Advisor **Mari Nakano**, thank you so much for supporting me through the whole journey and gave me lots of support.



IT IS YOUR TURN

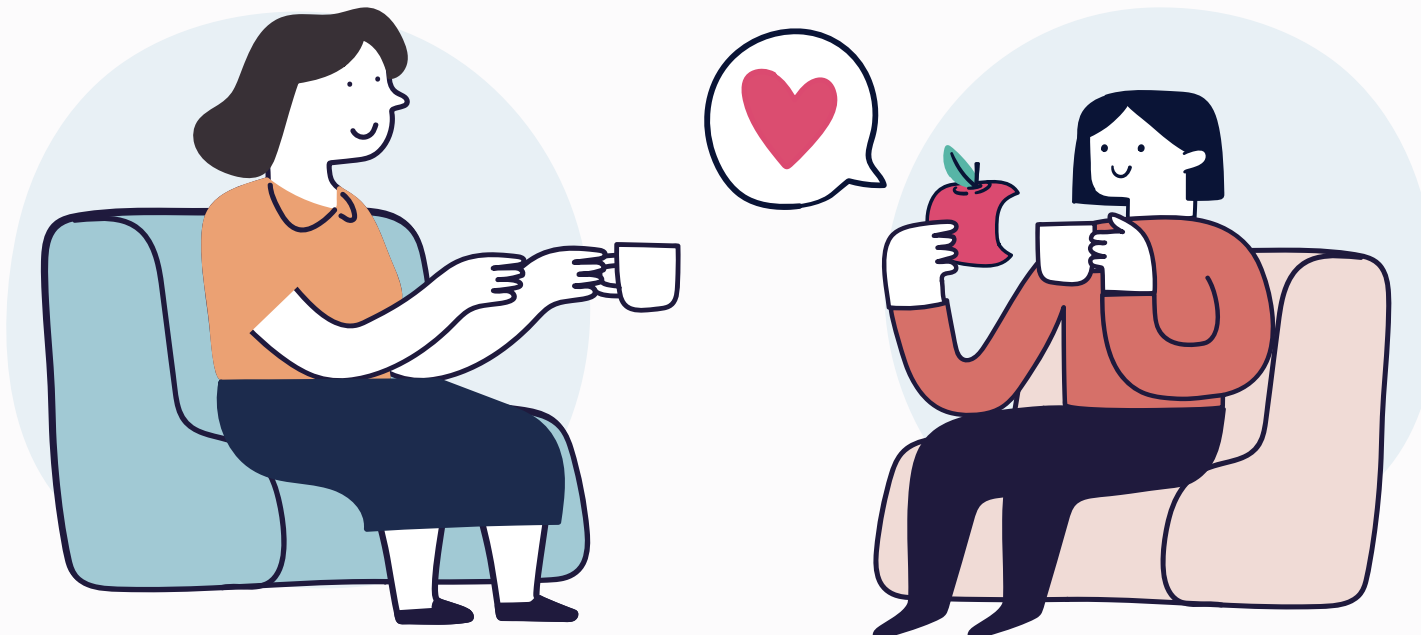
IT IS YOUR TURN is an engagement board game combined with an **in-person feedback** that motivates senior Chinese immigrants to formulate, express and share their needs with experts in the local senior center, and to inspire the senior center to improve their services for elders.



Goal

The goal of this game is to **bring open-ended conversations** between older adults and the senior center so that elders can build their capacity to contribute their own community and senior center can provide better services to their memberships.

You may have many questions to ask, Don't worry, I will held a very special virtual interview with my thesis advisor Mari Nakano to answer. Let's welcome Mari!



Mari Nakano
Thesis Advisor
MFA Design for Social Innovation, SVA

Dorothy Dai
Graduating Student from Class of 2020
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Hi, Mari. Welcome! It's my hornour to invite you here!



Hi Dorothy, thank you for having me here and it's really happy to have this conversation with you. We've been worked together this year. But I know lots of audiences don't know much about your project. So let's go through the Journey with **IT IS YOUR TURN!**



So, my first question is: **Why do you call it "It's Your Turn"?**

Yeah sure! This project is designed for both elders and senior center staff . As you all know, aging is an emerging problem. it is the idea of understanding seniors' real needs and allowing them to express their own thoughts and needs then the senior center can improve the services for elders through these open-ended conversations. Seniors can have the chance to say what they want to say. The more they feel comfort to say, the more the senior center will know their needs. In addition, it will slowly help elders build self-confidence. Once they are socially engaged in their communities they can share their knowledge, skills and experience, which allows them to contribute with a positive and powerful impact into our society. So it's their turn to go out of the box, challenge themselves and to really make their power visible in the world.



That's very true! So Can you tell us a little bit of **why do you want to design a game?**

Because through my interviews and observations in the Selfhelp senior center, I found that an existing aging-friendly board game Age-tasic. This is one of the most popular programs in the senior center. It provides an interactive way to educate older adults, connect them with each other, and also help them easily participate. Game is a great platform to engage older adults and senior center staff together and facilitate difficult conversations.



Got it. So I guess we will play it now. So, **how do we play it?**

Okay! Let's begin with the game's setting. As you can see the board spaces, the game is divided into four color sectors, but the main parts are red, white and dark blue which does not include light blue selector. Dark blue blocks like block 62 and 63 are called **Senior's Creation IDEA Cards** which are also the core part of the game. I will introduce these different faction sectors in the next few pages. Here, each block represents one year age which starts from 60 and ends up at 100. You may be curious about why it starts from 60? This game will totally simulate the aging life of senior citizens, and in New York **people who are over 60 can go to senior centers freely.**



START	60 CHANCE AND DESTINY	61 Your children start to live separate with you. You supported your children's family. Pay \$35K	62 CREATION IDEA	63 CREATION IDEA	64 You purchased one life insurance. Pay \$20K	65 FINALLY! You can join Medicare when you turn to 65. Collect \$510K	66 CREATION IDEA	67 CREATION IDEA	68 You participate in a free art program in the senior center. RELAX! Nothing happens.	69 CREATION IDEA	70 CHANCE AND DESTINY	GO TO HOSPITAL!
	79 You make a new friend in the senior center. Let's celebrate your birthday together! GO FORWARD ONE SPACE.	78 CREATION IDEA	77 You go back to China to visit your family and friends. Pay \$52K	76 CREATION IDEA	75 Accompanied by the senior center staff, you visited one gallery with your friends. EACH PLAYER Pay \$51K to the banker.	74 Your life insurance matures. Collect \$52K	73 CREATION IDEA	72 This year you will go to Canada by cruise with your family. Pay \$53K WELFARE! You can avoid one time GO TO HOSPITAL! Keep it until needed.	71 Bravo! You start to sell your own art works in the public. Collect \$52K	WATCH OUT! 1. If you land in space 60,70,80,90,100 you have a 50/50 chance to go to hospital. 2. Roll the dice again, if you roll a number 1,3,5 in a turn, you MUST immediately GOTO HOSPITAL! If you roll a number 2,4,6 in a turn, RELAX! Nothing happens.		
80 CHANCE AND DESTINY	81 Bank error in your favor. Collect \$52K	82 CREATION IDEA	83 CREATION IDEA	84 Oops! You purchased some fake goods. Pay \$54K	85 CREATION IDEA	86 Advance to go. Collect \$52K	87 CREATION IDEA	88 CREATION IDEA	89 You invite many of your friends to take part in your 90th birthday party. Pay EACH PLAYER \$51K		90 CHANCE AND DESTINY	+
	END	100 CHANCE AND DESTINY	99 CREATION IDEA	98 You have been elected as a royal member in the senior center. Collect \$52K	97 CREATION IDEA	96 CREATION IDEA	95 You broke a table in the senior center. Pay \$51K	94 CREATION IDEA	93 For several years, you save tons of money. Collect \$510K	92 CREATION IDEA		



I know it looks too complicated, so I will introduce each sector next.



SET IT UP!

1. Select one banker.
The banker's charge of:
 - The Bank's money
 - Income
 - Auctions
2. Banker, give each player:
 - \$\$10k x3
 - \$\$5k x2
 - \$\$1k x9
 - Total = \$\$49,000¹
3. Shuffle the Senior's Creation IDEA cards, split them into three parts, finally place them face down.
4. Each player choose a token and places Start block.
5. Put the dice by the game

PLAY!

1. **How to win?**
Move forward participating in as many activities as you can. The more you join, the healthier life you'll be able to have. If you're the richest player with money when you get to the final stop(100 years old), you win!
2. **Who goes first?**
Each player rolls dice.
The player with the highest number goes first. If there is a tie, the players with the highest number spin again.
3. **On your turn**
 1. Roll the dice.
 2. Move ahead the indicated number of spaces.
 3. Read the space and follow the instructions.
 4. When you have completed tasks or directions, then your turn ends.
 5. Pass the dice to the next player.

ACTION SPACES

1. **Senior's Creation IDEA Cards**
Select one card from the Senior's Creating IDEA Cards, and immediately do what it says.

If you pick Creative events you have ONE superpower to create one thing that isn't existing in the world. And you can earn \$\$20k immediately!
2. **the Art of Aging**
There are few educational information and playful elements related to aging. Every year of your life has its unique feature.

Okay, first I saw the red sector is called **Chance and Destiny. What does it mean?**



¹. USA Nationwide elder Salary is \$47,152, New York is \$51,576

In Chinese traditional custom, we believe that these specific ages have significant importance for everyone. When you turn to 60,70,80,90 even 100, Chinese people will celebrate together and look forward to living another decade. BUT we also believe that senior citizens can easily get sick at these ages, they need to take care of them as well. Chinese traditional culture has a big impact on these senior Chinese immigrants' lives. When I design the game, I also consider how to **maintain the culture spectrum into the game**. Meanwhile, in order to increase the interests of the game, so there is an extra light blue block called **GO TO HOSPITAL!**



START	60 CHANGE AND DESTINY	61	62*	63*	64	65	66*	67*	68	69*	70 CHANGE AND DESTINY	GO TO HOSPITAL!
		61	62*	63*	64	65	66*	67*	68	69*		
80 CHANGE AND DESTINY	79	78*	77	76*	75	74	72	71	90 CHANGE AND DESTINY	WATCH OUT!	+	
	79	78*	77	76*	75	74	72	71				
END	100 CHANGE AND DESTINY	99*	98	97*	96*	95	94*	93	92*	91*	90 CHANGE AND DESTINY	+
		99*	98	97*	96*	95	94*	93	92*	91*		

WATCH OUT! GO TO Hospital!

1. If you land at 60,70,80,90 and 100, you have a 50/50 chance that you will be safe, otherwise you will **GO TO HOSPITAL!** immediately!
2. Roll the dice again, if you roll a number 1,3,5 in a turn, you must immediately Go to hospital! If you roll a number in a turn, relax! Nothing happens.

How do I get out of hospital?

You have 3 steps:

1. Pay \$\$10K to the banker as your treatment cost.
 2. STOP one turn.
 3. Roll 2,4,6 on your next turn. If you do, you're free! Use the roll to move, and you need to complete tasks or directions, then your turn ends. Otherwides you will follow the STEP 1&2 again.
- You can use up to 3 turns to try for a double. If you don't roll 2,4,6 by your third turn in the hospital, pay\$\$5k to the banker and use your last roll to move.

You may be curious why roll 2,4,6 will be safe? This is one of our traditional customs that people believe that double means lucky.



White blocks are also called the Art of Aging, it aims to introduce a series of **aging knowledge**, meanwhile provide some playful elements into the game. For instance, when you arrive at block 65, it means you will turn to 65 in the game and it will simulate what situation would be like to be in your real life. According to the United States healthcare policy, You can join Medicare¹ when you turn to 65. So that in the game you can Collect \$\$10K!

This knowledge of aging motivates seniors to rethink about aging. Positive attitude toward aging will allow seniors to enjoy a bit of life. Since one of the principles of longevity is a positive attitude toward life, it might even allow us to live longer.



START	60 CHANGE AND DESTINY	61	62*	63*	64	65	66*	67*	68	69*	70 CHANGE AND DESTINY	GO TO HOSPITAL!
		61	62*	63*	64	65	66*	67*	68	69*		
80 CHANGE AND DESTINY	79	78*	77	76*	75	74	72	71	90 CHANGE AND DESTINY	WATCH OUT!	+	
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		99*	98	97*	96*	95	94*	93	92*	91*		

¹ Medicare is the largest health insurance program in the United States. It is run by the Centers for Medicare and Medicaid (CMS), a government agency.

As I mentioned before, dark blue blocks are the main sectors of the game which are called **Senior's Creation IDEA Cards**. Based on elders' daily life, I created some scenarios that let them think about some open-ended conversations. These functions cards are also divided into three parts:



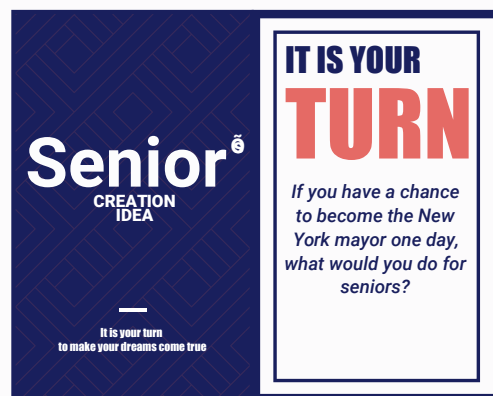
Front Back

The first part is called **TEA PARTY TIME**. It's an ice-breaker sector which aims to let older adults socialize with others, and share their own stories, opinions, concerns and emotions.



Front Back

The second part is called **SENIOR CENTER IMPROVEMENT PLAN**. It's an ideation sector which aims to build a bridge between older adults and the senior center. It allows older adults to use their knowledge, talent, skills and experience to communicate their needs and increase their awareness of issues. Meanwhile inspiring the senior center to improve their services.



Front Back

Last but not least, this part is called **IT IS YOUR TURN**. This is also the core part of the game and this creation sector aims to let older adults think out of the box and challenge themselves. Thinking about something in a new, different or creative way will really help them build self-confidence and fulfill their retirement life.



Wow. It's really interesting to see how you mix these different components together into your game. I noticed that you describe your project as **a combination of game and in-person feedback**. Why do you think you should combine these two together?

I think simply playing a game doesn't mean older adults can raise all concerns they have. By providing in-person feedback can let seniors think deeply and the senior center can document what makes sense to them based on their resources and budget for improving their services to seniors. Only good combinations of these two perspectives can really improve the services in the senior center and let seniors satisfy their retirement life.



So It's time to make some changes. On the left hand side, as you can see, the dark blue sheet is designed for elderly Chinese immigrants. I forgot to mention that this color is from Selfhelp's logo and I also use it in my game the Senior's Creation IDEA Cards part, it's a way to raise their awareness that they are part of the community and also give a sense of belonging. Since I worked with seniors, there are many things I need to consider as well. I divided it into five steps and put key word down to each of these questions. It's important to keep words as big as possible due to their vision problem.



DESIGNING FOR FUTURE

IT IS YOUR TURN ▶	SUGGESTIONS FOR GAME?	TOUCHPOINT OF THE GAME?
1	2	3
4	5	
SUGGESTIONS FOR Selfhelp?	NEW RETIREMENT PLAN?	YOU EMOTION?

FOR Selfhelp **HOW DOES IT WORK**
A suggestion from senior isn't just a game. Write down two potential plans and what are the pros & cons of each plan?

<i>Potential Plan 1</i>	<i>Pros</i>	<i>Cons</i>
<i>Potential Plan 2</i>	<i>Pros</i>	<i>Cons</i>
NEXT STEP		

On the right hand side is a worksheet for senior center staff to document at least two potential future plans through the conversations. They can also write down the pros and cons for each plan and consider the possibility of running into the real world.

I want to learn more about how do you measure success into your design?



All of my design is aiming towards a sustainable long term impact. The pathways of my intervention are similar to puzzle pieces that collectively answer the question: How might we create new ways to motivate senior Chinese immigrants to contribute to improving senior center services? Meanwhile seniors can have a space to formulate, express and share their needs and plan better for their retirement life, and the senior center can better understand what kind of services their clients' (seniors) need and plan for their future programs.

First, I wanted to ask for **feedback about the game itself**. It's a warm up question to lead open-ended conversations and also help me to iterate it.

The second and third questions aimed to help seniors to **raise awareness of social engagement and sense of belonging in the community**. It also provides an approachable way for seniors to communicate their needs to the senior center. So that the Senior center can collect data to make informed decisions on how to better serve older adults. The more they engaged into the community the better place would be in the future. It also helps them build self-confidence in the future practice.

And then they can start to think about what kind of things will fulfill their aging life and they can **make a better retirement plan**. Using this sheet as a guide will help seniors practice positive affirmations and manifest the things they want in the future. **It is their turn to change their attitude toward healthy aging!**

Last but not least, I'd like to ask seniors to write down one word that describes their emotion, and let them think about what they learn more about themselves from the conversations.



I know because of the COVID-19 issue, you're not able to test your project with seniors. So as a closing question, **what's one new insight about your work that you've gained during the covid19 crisis?**

COVID-19 is really related to my project. Like this outbreak, our media has been saying that the elderly are a vulnerable group and they need more care and attention from us. I think it's important to be **empathetic** all the time. Older adults are still part of our community and we need to take care of them. This self-quarantine time really helped me reflect on who I truly am, so that I can be reminded to always consciously choose to do things that utilize my innate talents and strength, and engage in activities that are of my passions and interests. **It's important that we rethink the focus of our lives.**



I think is the end of our conversation today. It was great to have the pleasure of working with you this year. I'll always remember how we worked on pronouncing very complicated words. We had good laughs. You did such a great job of adjusting your thesis despite all the changing tides. I'm really proud of you for that. It's not easy!!! Dorothy, congratulations on getting a master degree! Best wishes for you!

Thank you so much Mari. It made me so emotional. I really hope that we can play my game one time but... Since we don't have the chance to play my game, I prepared another game as a gift for you to remember how wonderful time we had this year. I am really appreciate that we can work together! There is so much uncertainty during this time, please take care and stay in touch!



Thank you for watching our live talk!

THE END.

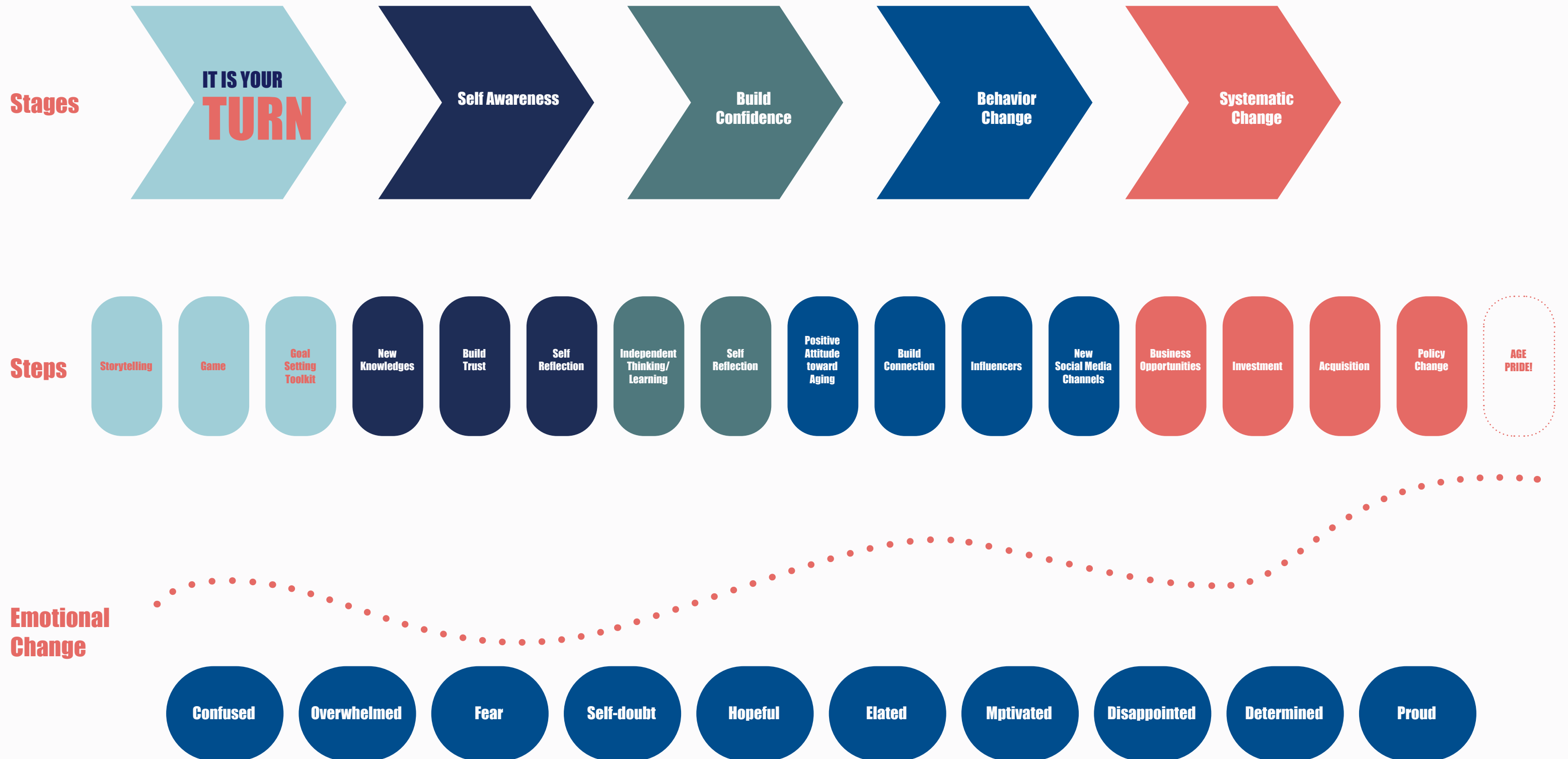
Mari Nakano

Dorothy Dai

Theory of Change



Implement End-User Journey



“ **Aging is a gift. As we age, we have the chance to make sure that every day counts and that we can live the life we want.** ”

Matthias Hollwich

Wrap up

I also wanted to inspire some action through the existing creative community. Seniors already shared their understanding of ageism, personal biases and inclusivity in action and facilitated co-creation of a mechanism to combat ageism in current media narrative.

A creative community could become an empowerment, an informal volunteering app could provide support to older people. It would take decades to implement these visions as all human beings.

I wish we can make the world a better place to grow old and let young generations aspire to be their grandparents when they get old. Everyone of all ages, all genders, all nationalities is old or future old. Longevity is here to stay, a movement to end ageism. I'm in it and I hope you will join me.

It's your turn to design for your future selves!



Special Thanks

My thesis project would not have been possible without the support of so many people. Several individuals gave me their time, energy, wisdom, resources, love, and strength.

Mama, Papa, Grandma, TOP, MiuMiu, Max & Mac, for being the best family in the world that gave me the love I needed.

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Ms. Wang, Daisy, Wendy, Ms.Chao, Mr. & Mrs. Xu, Ms. Jin and the countless other seniors, for trusting me with your stories and ideas and giving me time in between your daily battles of work, home, and the future.

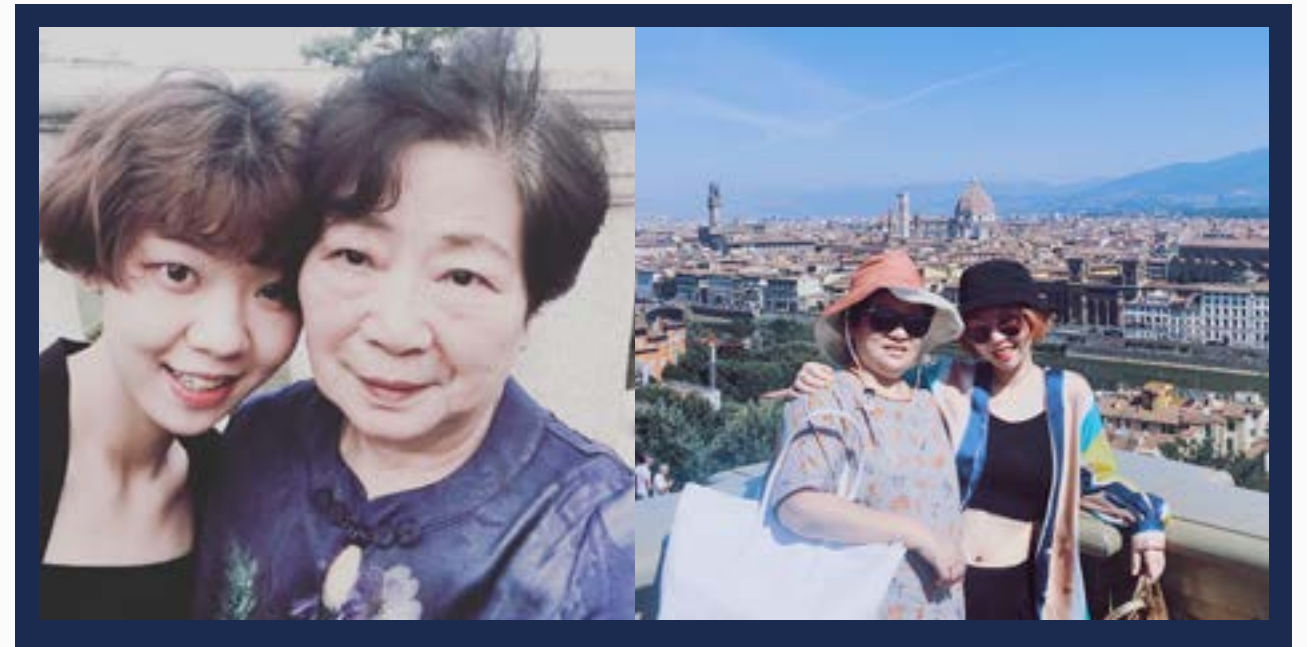
Mari, for pushing me harder each week and for giving me your mind, knowledge, support, and feedback with an open heart.

Miya, for giving me this space that allows myself to truly learn and to explore design in its most impactful format.

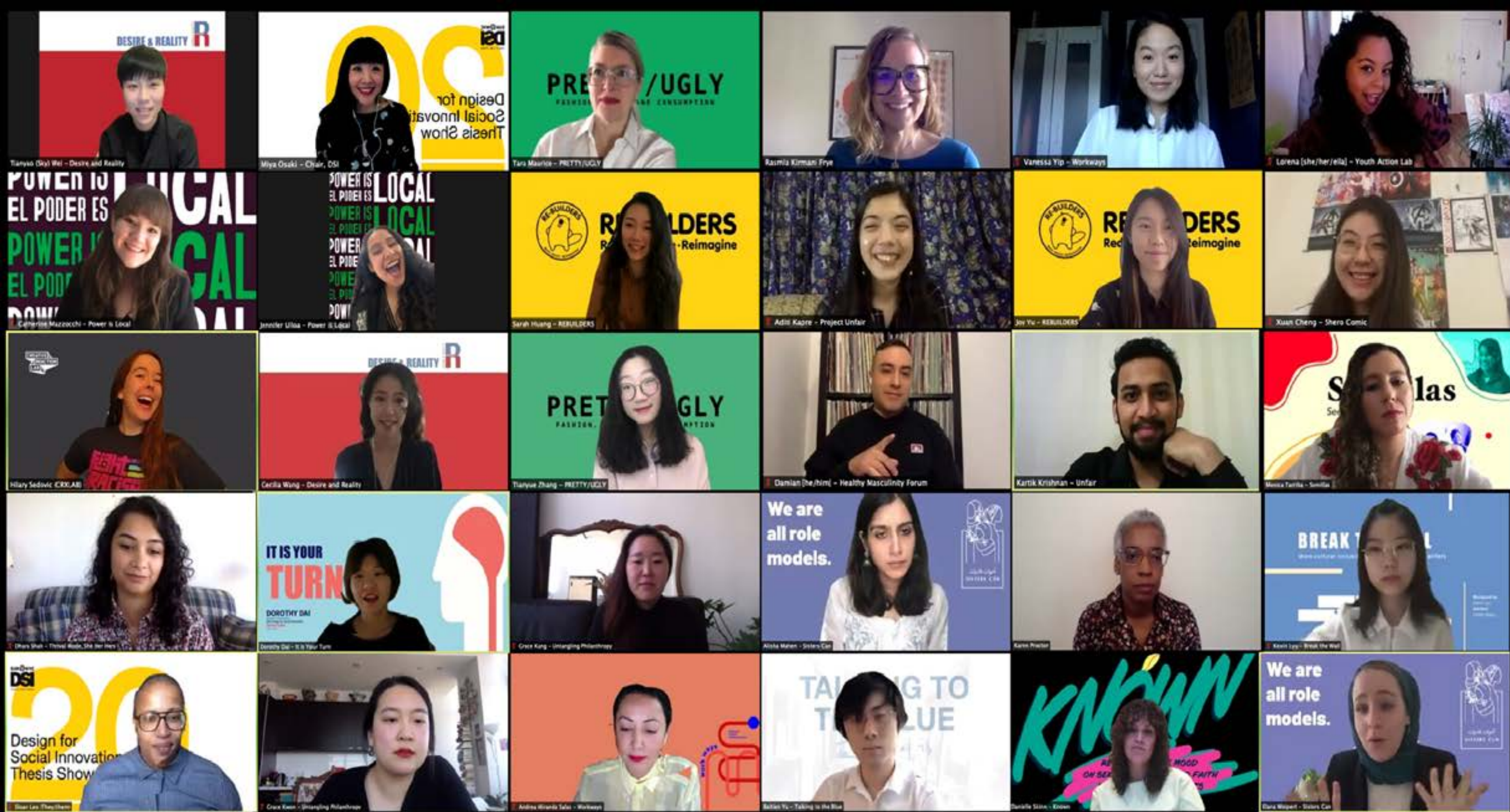
Cherly, for creating this program for us to learn.

Kexin, Tyti, Laosan, Yin, for listening to my rants and doubts and for fitting in moments of feedback and clarity in the midst of your own confusion.

DSI Cohort 2020, for showing me that community can exist and for creating a space of warmth, family, vulnerability, and brilliance. You were all bright lights throughout.



To the family that I will love forever.



LOVE YOU ALL

COHORT 2020



