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Marv Finds a Way — For Himself and His Clients



“This has not been as frustrating as I thought it would be. It has even changed how I will work with clients when we do get back to the office.”

~ Marv

Marv at work in our tech tutor training lab

Marv has been the lead technology tutor at Second Sense since we started the program over ten years ago.

So, he wasn't going to let the pandemic keep him from helping our clients learn how technology can increase their independence.

When our office closed for in-person training, Marv offered to continue working from home. And, his clients were eager to continue training.

Adam is one of his regular clients. Adam explained why this remote training was important for him. **“For me, blindness is isolating under normal circumstances and the pandemic has augmented my**

sense of isolation. Being able to order groceries, keep updated on current news or listen to a book gives me a sense of being connected to the world.

“Marv is patient, focused and detailed. He helped me improve my skills on three different screen readers and VoiceOver on my iPhone.

“He has assisted me with issues from starting a podcast on my iPhone to writing a Linux Shell Script with a screen reader.”

Marv feels his training with Adam has even been more productive via phone. “Adam has a long commute to the office. So we would meet at most once a month. Now, we are meeting weekly and making

more progress.”

Marv can connect via JAWS to Adams computer and hear every keystroke he makes.

“The pandemic has made us try things we hadn't thought to try,” Marv explained. “Things I plan to continue even when we get back to the office.”

Marv spends a lot of time teaching the Victor Reader Stream. It is a great media player and digital recorder designed for people with vision loss.

“I love the logic of this device,” Marv shared. “So, I love teaching it.”

Brooke is one of Marv's new clients. **“Working with Marv has truly been life changing for me.** I have not had any real training in the 40 years I've been visually impaired and to have it during shelter-in-place was even better because it kept me occupied. Marv is quite good at working over the phone and giving me tasks to work on after we were done with our hour. I now am better with my iPhone and iPad. I am beginning to use a Victor Reader Stream for the first time which will be so useful as my vision declines.”

These are just two of the 30 clients Marv has worked with this year! ●

Ben Learns a Skill Every Parent Needs



Keeping the baby wipes in a container attached to the side of the changing table puts them within reach and prevents the baby from kicking them onto the floor.

Ben and Angelica recently welcomed their first child, a baby boy.

Anyone who has a child knows how demanding caring for a newborn can be. And, Ben said, “Angelica was doing 99% of the work. I really needed to step up my game.”

But, his vision loss made him reluctant to take on new tasks, especially when they involved his son.

So after a quick Google search, Ben had three organizations to call. The first two said they couldn’t help him. Then, he reached Second Sense.

Because you believe in the importance

of focusing on the needs of our clients, we were able to provide exactly the training Ben wanted.

The first task Ben wanted to take on was changing his son’s diaper. He felt this was something he could do by himself. Giving Angelica a break and allowing him to spend more alone time with his son.

“I was looking for a way to help out and to play a bigger role in my son’s life.”

Siobhan and Cody teamed up to teach Ben how to change a diaper with vision loss. But, they had to provide the lesson remotely, due to the pandemic.

Technology came to the rescue. Siobhan dropped off a “training kit” that included Cody’s old iPhone on a flexible standing base. Siobhan connected to that phone with hers, using FaceTime — an app for video calls.

Ben set up the phone so Siobhan could see the changing table and he could hear Siobhan’s instructions.

Ben first worked on setting up the changing space so everything he needed was in a specific spot and within reach.

Then came the real work. He learned how to clean the baby, check for diaper rash and put on a clean diaper by using his other senses. After practicing with a baby doll — and with some gentle prompting — the client was able to successfully change his son’s diaper.

Future lessons will focus on bottle-feeding and other child-care skills. ●