



**Newfoundland and Labrador  
Public Sector Pensioners' Association**

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May 31, 2022

Honourable Sarah Stoodley  
Minister of Digital Government and ServiceNL  
[SarahStoodley@gov.nl.ca](mailto:SarahStoodley@gov.nl.ca)

**Subject: Follow-Up to Seniors & Technology**

Dear Minister Stoodley:

Thank you so much for your reply of May 6, 2022 to our letters of March 18, 2022 and May 4, 2022.

I am writing to you now with a copy to Minister Dr. John Haggie and Minister John Abbott with a concern about a recent happening that was observed and most likely affects quite a number of health center locations around the province. It does, however, come within the broad realm of the issue previously addressed under the submission of "Seniors & Technology".

Very recently, one of our Coalition members had occasion to attend the blood collection clinic on Major's Path. Because he was fairly computer literate, he had no difficulty navigating the registration entry point to have his health work attended to. However, he advised that there were a couple of elderly folks standing around the machine, very worried, confused and frustrated in trying to understand the technology and to complete the registration, as there appeared to be no alternative to register other than the wall mounted unit. Very kindly, he offered to help the folks and they soon had their needs attended to.

My point in offering forward this occurrence is to suggest that the answer here is very simple, that being to have the service center, whatever purpose it has, have staff available to regularly check-up and help folks to navigate these new systems so they are not left feeling frustrated and then depart without having their needs addressed. Government could take an example here from Corporate Walmart where there are service agents at the self-checkouts that help folks when something does not completely or correctly register in the self-help or "do it yourself" lines.

Clearly folks are wanting to manage for themselves and try their best. But sometimes they just need that little extra bit of kindness and help to get there.

Sincerely,



Sharron Callahan  
Chair, NL Seniors & Pensioners Coalition  
Executive Director, NLPSPA

cc. Honourable Dr. John Haggie  
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