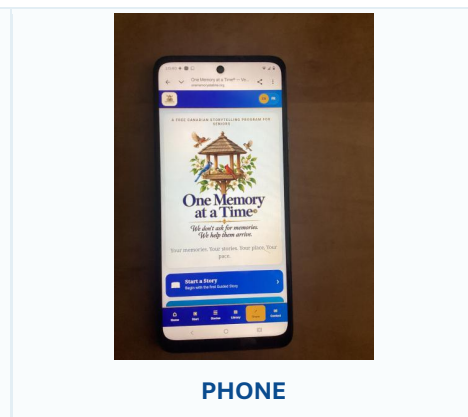
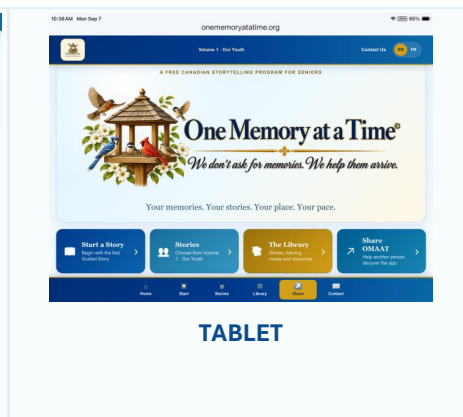
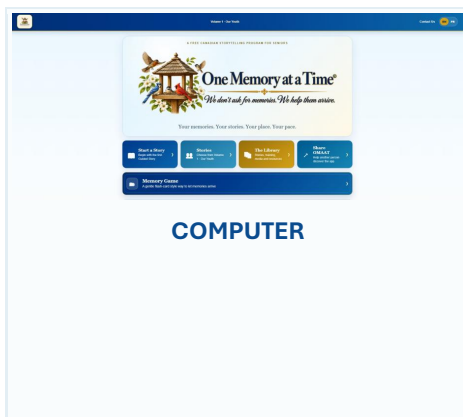




FAMILY, CAREGIVERS & PARTNER GUIDE FOR USERS OF THE OMAAT PROGRAM

For seniors at home • families • friends • caregivers • residents in care • staff • volunteers • institutions • community partners



ONE SIMPLE PURPOSE

Use a familiar story to help a memory arrive — then give the person time, space and respect to follow it.

Read. Pause. Listen. Follow.

“We don't ask for memories. We help them arrive.”

Free to use • Phone, tablet or computer • Designed for connected and offline use

September 2026 Edition

. How to Use This Guide

Start with the section that fits the person in front of you.

This is one guide for the full One Memory at a Time® experience. You do not need to read it from beginning to end before using the program. Begin with the pathway that best matches your situation, then return to the device, privacy, update or support sections whenever you need them.

IF YOU ARE A SENIOR AT HOME

Start with “Using OMAAT for Yourself” and the phone/tablet/computer section that matches your device. You can use OMAAT alone, with a spouse or partner, or invite someone to sit with you.

IF YOU ARE FAMILY, A FRIEND OR A CAREGIVER

Start with “Helping Someone Else Use OMAAT.” The most important skill is not asking more questions. It is noticing when something connects and listening.

IF YOU LIVE IN A RETIREMENT RESIDENCE OR CARE SETTING

Start with “Using OMAAT in a Residence or Care Setting.” OMAAT can be enjoyed one-to-one, with family, with a Memory Companion, or in a small group.

IF YOU ARE STAFF, A VOLUNTEER, AN INSTITUTION OR COMMUNITY PARTNER

Start with “For Institutions & Community Partners.” It covers practical deployment, shared devices, updates, support, privacy and the role of the PWA.

Contents

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- 2. The OMAAT Way: Read. Pause. Listen. Follow.
- 3. Getting Access: Registration and Activation
- 4. Phone, Tablet and Computer — Three Different Jobs
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- 6. Helping a Parent, Grandparent, Friend or Care Recipient
- 7. Using OMAAT in a Residence or Care Setting
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- 10. Why OMAAT Uses a Progressive Web App (PWA)
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- 12. Updates, New Volumes and Essential Messages
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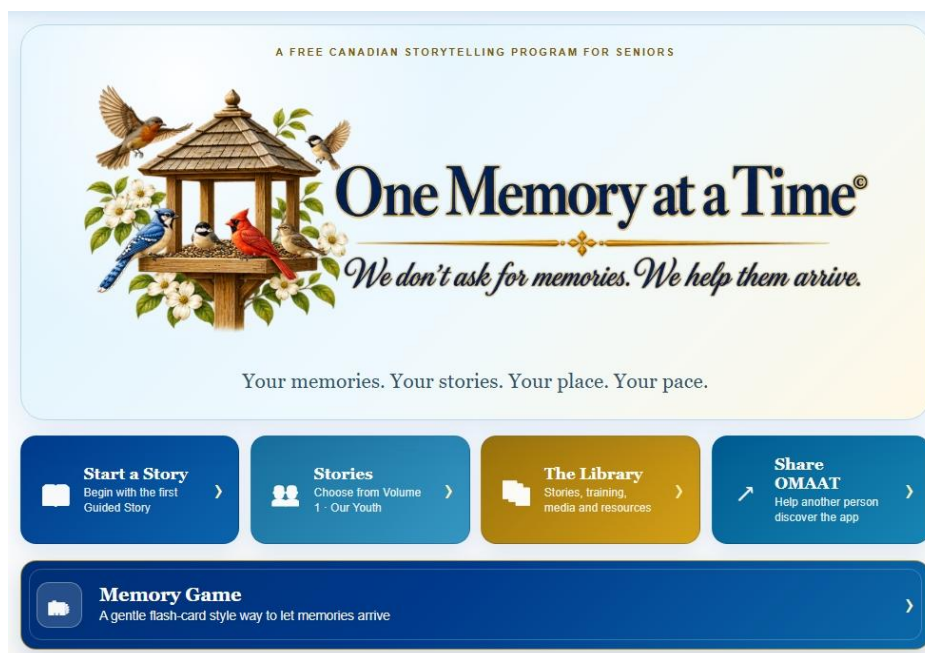
1. What One Memory at a Time® Is

One Memory at a Time® is a free guided storytelling experience created to help older adults reconnect with the people, places, sounds, feelings and moments that shaped their lives. It is not a memory test and it is not an interview that must be completed.

A story on the screen is the doorway. The conversation that follows is the experience. Sometimes the person remembers a full story. Sometimes only a face, a smell, a sound, a kitchen table, a first job, a schoolyard or a single moment arrives. That is enough.

THE MOST IMPORTANT RULE

The objective is not to finish the page. The objective is to open the door. When a memory arrives, the page has done its job.



The OMAAT home screen — a simple doorway into stories, the Library and the Memory Game.

What you will find inside OMAAT

- Stories and Guided Stories drawn from familiar life experiences
- Memory Moments — gentle invitations to pause
- Core Memory Prompts — optional tools when a conversation needs help getting started
- Sensory ideas using sights, sounds, music, smells and photographs
- From Photo... to Memory... to Story
- A growing Library of free OMAAT resources
- Memory Companion guidance for people helping another person

What OMAAT is not

- Not a memory test
- Not a quiz
- Not a race
- Not a required schedule
- Not a demand to remember every detail
- Not a replacement for medical care, diagnosis or treatment

2. The OMAAT Way: Read. Pause. Listen. Follow.

1 READ Begin with the story or Guided Story. Read slowly and naturally. The words are there to create familiarity, not to test recall.	2 PAUSE When a person smiles, looks away, becomes quiet, repeats a phrase, points to a photograph or begins another story, stop reading for a moment.
3 LISTEN Give the memory room. Do not rush to fill a silence. A quiet moment may simply mean the person is thinking, feeling or remembering.	4 FOLLOW If the person goes somewhere unexpected, go with them. The story on the screen can wait. The storyteller leads the conversation.

STORY 1 • VOLUME 1

Our Community Memories

"The Memory Doors We First Opened in Our Youth"

Milford — Where My Character Was Constructed
"Woods, Walkable Schools, and Community Parents"



The Story

Guided Story

Your Turn

Sensory

Memory Box

My childhood home in Milford—a suburb of Saint John, New Brunswick—did more than shelter me. It shaped me. It set the default settings of my personality: curiosity, confidence, loyalty to community, hard work, volunteering, and the slightly questionable belief that if you survived a bad idea once, you were probably invincible.

Inside a story, the screen offers several gentle ways to continue — The Story, Guided Story, Your Turn, Sensory and Memory Box.

A Memory Moment is not a question that must be answered

Memory Moments are gentle invitations. If something comes, listen. If nothing comes, simply continue. They have still done their job by creating a moment of possibility.

Core Memory Prompts are tools, not requirements

Use one or two prompts only when helpful. Avoid asking every prompt or turning the experience into a rapid question-and-answer session. If the conversation is already flowing, you do not need the prompts.

SILENCE IS ALLOWED

Do not assume silence means the conversation has failed. Sometimes silence is doing the work.

3. Getting Access: Registration and Activation

Open [onememoryatime.org](https://onememoryatatime.org) and choose the free OMAAT app. Registration is used to activate access, help OMAAT understand broad deployment, and support important program updates. Optional promotional communication is kept separate.

Registration

Use a real email address that you can open on the device or account you normally use. OMAAT may ask for basic information such as your name, community, province or territory, user type, device type and, where applicable, organization name.

IMPORTANT — CHECK SPAM OR JUNK

Your activation or secure return email may take up to 5 minutes to arrive. If you do not see it in your Inbox, check Spam or Junk. Mark One Memory at a Time® as “Not Spam” or add hello@onememoryatime.org as a safe sender.

First activation

- Request the activation email once.
- Open the newest OMAAT email.
- Use the activation link.
- Allow OMAAT to recognize whether you are on a phone, tablet or computer.
- Follow the device setup shown on screen.

Already registered?

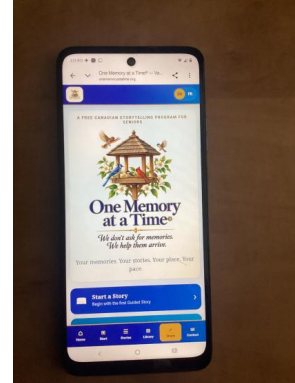
If browser/site data has been cleared, you changed devices, or OMAAT no longer recognizes the device, choose the returning-user option and request a secure return email. Use only the newest message you receive.

4. Phone, Tablet and Computer — Three Different Jobs

OMAAAT does not force every device to behave the same way. The difference is intentional. A phone is usually carried into the conversation. A tablet may be shared or used at a bedside. A computer is often a stable connected device.

PHONE — PORTABLE BY DESIGN

Best for family visits, home care, outreach, volunteer visits, travel and places where Internet cannot be assumed.
Recommended use: Keep OMAAT on the phone for offline use.



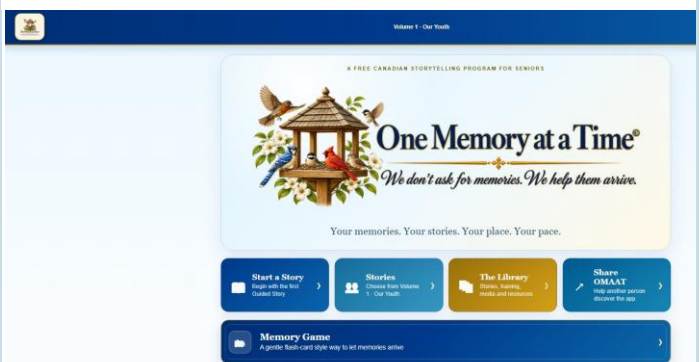
TABLET / iPAD — CONNECTED FIRST, OFFLINE WHEN NEEDED

Best for shared tablets, bedside use, family use and staff/program use. Stay connected when practical so OMAAT remains current; use offline mode when needed.



COMPUTER / MAC — CURRENT EXPERIENCE

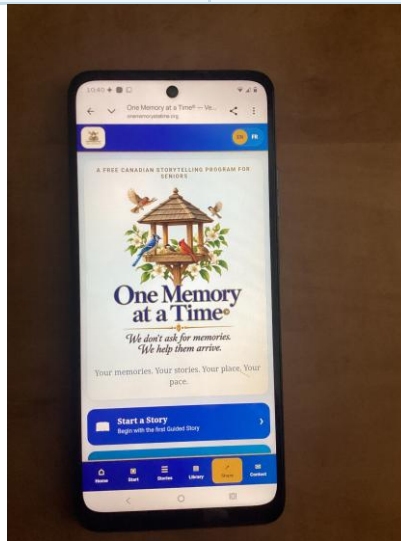
Best for home computers, program stations, staff desks and laptops used with reliable Internet. Use OMAAT online so updates and new approved material arrive automatically.



. Phone Setup — Keep OMAAT With You

The phone is OMAAT's portable companion. Once the offline pack has completed and OMAAT is placed on the Home Screen, you can take the program to the conversation rather than depending on a connection at the place you are visiting.

1 ACTIVATE WHILE CONNECTED Use the activation email while your phone has Internet access.	2 KEEP OMAAT ON THIS PHONE Choose the phone/offline option and stay on the page until OMAAT confirms that the offline pack is ready.
3 ADD OMAAT TO THE HOME SCREEN iPhone: open in Safari → Share → Add to Home Screen → Add. Android: open in Chrome → Menu → Install app or Add to Home screen.	4 OPEN IT LATER Tap the One Memory at a Time® icon on the Home Screen. You do not need to search for an old activation email.
5 TEST IT After setup, briefly turn off Wi-Fi and cellular data and open OMAAT from the Home Screen. If the app opens, your portable copy is ready.	6 RECONNECT PERIODICALLY When convenient, reconnect so OMAAT can check for new volumes, updated resources and important compatibility or security changes.



Once saved, OMAAT can be opened from the phone's Home Screen for portable use.

WHAT "OFFLINE" MEANS

Offline use means you can open the saved OMAAT experience without relying on Wi-Fi or cellular service. It does not mean the phone will never need Internet again. Reconnecting occasionally keeps the saved copy current.

5. Using OMAAT for Yourself at Home

You do not need a group, a facilitator or a special appointment to use OMAAT. You can open it when you feel like remembering, when an old photograph catches your attention, or when you simply want to spend a little time with your own story.

Volume 1 • Our Youth

Choose any memory door. There is no required order.

STORY 1

Our Community Memories

The Memory Doors We First Opened in Our Youth

STORY 2

Family & Belonging

Family is Where Identity Begins

STORY 3

Elementary School Years

Small Desks to Fit Big Lessons

STORY 4

Faith and Belonging

Before I Understood Faith, I Felt It

STORY 5

First Responsibilities

When Someone Else Was Counting on Me

STORY 6

Work & Money

Work Gave Money Meaning

STORY 7

Christmas, Easter, and Birthdays

Holidays Were How We Marked Time

STORY 8

Hard Moments, Lessons Learned

Hard Moments Taught Me the Most

From Photo to Memory to Story

Final Reflection

Volume 1 — Our Youth. Choose any memory door. There is no required order.

1 Choose one story

Do not worry about where you left off. Pick the story that feels interesting today.

2 Read a little

You can read one paragraph, one Memory Moment or an entire story.

3 Stop when something connects

You may talk out loud, think quietly, write a few words or simply enjoy the memory.

4 Leave whenever you want

There is no requirement to finish anything. Return tomorrow, next week or never. You remain in control.

If you use the optional Memory Box

Write only what you want to keep for yourself on that device. The Memory Box is not a requirement. OMAAT does not need a written response for the experience to be meaningful.

ONE MEMORY IS ENOUGH

A five-minute memory can be as valuable as a five-page story. OMAAT is about the moment, not the amount.

6. Helping a Parent, Grandparent, Friend or Care Recipient

Your role is not to obtain a complete history. Your role is to create a comfortable doorway and then listen. You do not need to be a counsellor, interviewer, historian or technology expert.

Before you begin

- Sit where you can both see the screen comfortably.
- Turn down competing television or background noise if the person prefers.
- Choose one story, not a whole session plan.
- Ask permission: “Would you like to try a story with me?”
- Remember that “not today” is a complete answer.

During the conversation

- Read slowly.
- Pause when something changes in the person’s face, voice or attention.
- Let the person change the subject.
- Avoid correcting dates or small details unless the person asks for help.
- Do not rush to fill silence.
- Use a prompt only when it helps; never run through every prompt.
- If emotion appears, slow down and let the person decide whether to continue, change direction or stop.

Afterward

You do not need to summarize, grade or record the session. A simple “I enjoyed hearing that” may be enough. If the person says they want a story preserved, discuss that separately and make sure they approve what is kept, shared or written.

THE STORYTELLER HAS THE FINAL WORD

The memory belongs to the storyteller. The decision to preserve, record, write, photograph, share or publish anything also belongs to the storyteller and must follow any applicable care, family or organizational consent requirements.

7. Using OMAAT in a Residence or Care Setting

Residents can use OMAAT in many of the same ways as someone at home: privately, with family, with a staff member, with a volunteer or Memory Companion, or in a small group. The technology should support the relationship rather than become the centre of attention.

ONE-TO-ONE USE

A phone or tablet can sit beside the conversation. Read enough to open the door, then look at the person rather than the screen. This is especially valuable when a resident prefers a quieter setting or does not enjoy group programs.

SMALL-GROUP USE

A tablet or connected computer can be used for a small group. One person may begin a memory that leads to another person's story. There is no need for everyone to respond to every Memory Moment.

RESIDENTS WITH COGNITIVE CHANGES

OMAAAT does not require exact dates, complete sequences or perfect factual recall. Familiar stories, sensory cues and relaxed pacing may support meaningful conversation. Staff and families should continue to follow the resident's care plan and organizational guidance; OMAAT does not diagnose or treat cognitive conditions.

Institution-owned devices

- Prefer connected mode on shared tablets/computers so content stays current.
- Use offline mode for outreach or spaces where Wi-Fi is unreliable.
- Do not leave a resident's private Memory Box notes open for the next user on a shared device.
- Before a session, confirm the app opens and is reasonably current.

8. Staff, Volunteers and Memory Companions

The device does not make someone a Memory Companion. The way the person listens does. OMAAT provides the doorway and the structure; the human relationship provides the experience.

YOUR JOB IS TO

- create comfort
- read naturally
- notice the moment
- listen without rushing
- follow the storyteller
- respect privacy and choice
- stop when the storyteller wants to stop

YOUR JOB IS NOT TO

- get through every page
- ask every question
- prove that someone remembers
- correct the person unnecessarily
- pressure someone to record or preserve a story
- collect private Memory Box text as routine program data

TRAINING NOTE

This user guide explains everyday use of OMAAT. Organizations using trained Memory Companions should also use the current One Memory at a Time® Memory Companion Training Manual and their own privacy, consent and safeguarding procedures.



The OMAAT Library includes training, quick guides, books and practical resources.

9. For Institutions & Community Partners

This section is for retirement residences, long-term care homes, home-care agencies, seniors' centres, libraries, faith communities, volunteer organizations, municipalities, schools and other partners introducing OMAAT to participants, families, staff or volunteers.

1 CHOOSE THE MAIN DEVICE MODEL Phones for portable/offline visits; connected tablets/computers for shared or fixed-location use.	2 ACTIVATE USERS WITH REAL EMAIL ADDRESSES Make sure the person can access the email account used for activation and knows to check Spam/Junk.
3 KEEP SHARED DEVICES CURRENT Connected tablets and computers are preferred where the organization needs the current approved program and resources.	4 TEST OFFLINE DEVICES BEFORE OUTREACH Do not discover at the visit that the offline pack or Home Screen shortcut was not completed.
5 RECONNECT OFFLINE DEVICES Build a simple routine for checking updates on portable devices.	6 SEPARATE PROGRAM MESSAGES FROM MARKETING Essential access, compatibility and update messages are different from optional news or promotional communication.

WHAT PARTNERS SHOULD EXPLAIN TO USERS

“We use your email to activate or restore OMAAT and, when necessary, to communicate important program changes. Optional news or promotional messages are your choice. OMAAT does not collect the content of your memories or conversations.”

Practical support checklist

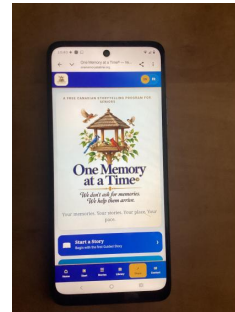
- Correct device type selected
- Activation completed
- Spam/Junk checked if email is missing
- Phone offline pack completed where applicable
- Home Screen shortcut installed where useful
- Shared device has no previous user's private notes visible
- Current update completed before an important program launch
- Contact information for OMAAT support available to staff

10. Why OMAAT Uses a Progressive Web App (PWA)

One Memory at a Time® is a Progressive Web App. A PWA is delivered through the web but can behave much like an installed app: it can open in a browser, be added to a phone or tablet Home Screen, and selected resources can remain available offline.



Tablet/iPad — connected-first



Phone — portable/offline-first

Why this matters for seniors and families

- No need to search the Apple App Store or Google Play.
- No store purchase.
- The same OMAAT works across iPhone, Android, iPad, Android tablets, Windows and Mac.
- A phone can become a dependable portable copy for places with poor or no Internet.
- A family member can help set it up once and leave a simple OMAAT icon on the Home Screen.

Why this matters for institutions and partners

- One platform supports mixed-device organizations.
- Connected tablets and computers can stay current from the approved OMAAT source.
- New volumes and resources can be delivered through the same platform rather than requiring a new commercial app.
- Portable phones can work offline during outreach or visits.
- Deployment can begin from a web address and activation email rather than a commercial app-store installation process.

THE TRADE-OFF

A PWA depends on the browser and device for Home Screen installation and local storage. Browser/site data can be cleared, and an offline device cannot receive new material until it reconnects. OMAAT addresses this through clear setup instructions, secure restoration and periodic update checks.

THE OMAAT REASON FOR BEING

The PWA is not a lesser substitute for a commercial app. It supports the way OMAAT is meant to be used: freely, simply, across many devices — and, on a phone, wherever the conversation happens.

11. Privacy, Stories and Optional Writing

OMAAT is designed so that the storytelling experience remains with the people in the conversation. The program does not need the content of a person's memories in order to provide the app.

OMAAT does not routinely collect

- the content of memories
- Memory Box text
- voice recordings
- conversation audio
- transcripts of stories
- automatic copies of personal stories

Limited operational information

To support access, updates and reliability, OMAAT may record limited operational information such as broad device category, app/content version, successful online access or sync, whether offline setup was completed, and limited feature-use signals. This is operational information, not the content of the person's story.

IF A STORY IS RECORDED OR PRESERVED OUTSIDE OMAAT

The storyteller should know what is being recorded, why, where it will be stored, who will receive it and whether it could be shared publicly. Institutions must follow their own consent, privacy and safeguarding requirements. Participation in OMAAT is not automatic permission to record, photograph, publish or share a person's story.

12. Updates, New Volumes and Essential Messages

OMAAT separates the information needed to keep the program working from optional promotional communication.

ESSENTIAL PROGRAM MESSAGES

These may include activation/restoration, compatibility changes, important corrections, security information, minimum-version requirements or other information needed to keep OMAAT working properly.

NEW CONTENT

When a future volume or new resource becomes available, connected devices can receive the current material and offline phones can be notified when they reconnect.

OPTIONAL NEWS / MARKETING

Promotional or optional program-news messages remain a user choice. Declining optional marketing should not prevent a person from receiving essential access or operational information.

For organizations

Connected tablets and computers are the simplest way to reduce version drift. Portable offline phones should be reconnected periodically. Before an important program session or new-volume launch, open OMAAT while online and allow any required update to complete.

13. Troubleshooting and Restoring Access

The activation email did not arrive

- Wait up to 5 minutes.
- Check Spam or Junk.
- Search for “One Memory at a Time”.
- Mark the message Not Spam.
- If you requested more than one link, use the newest message.

I cleared browser data or changed devices

- Choose the returning-user / already-registered option and request a new secure return email.
- Complete the device setup again if OMAAT no longer has the saved local copy.

My Home Screen icon gives an error

- Open your normal browser and go directly to [onememoryatime.org/app/](https://onememoryatatime.org/app/).
- If the clean app address opens, remove the old Home Screen shortcut and add OMAAT again from the clean app page.
- Do not save an old activation or temporary return link as your permanent shortcut.

OMAAT works online but not offline

- Reconnect, open OMAAT, choose or repeat the offline setup if offered, and wait for confirmation that the offline pack is complete.
- Then test again after opening OMAAT from the Home Screen icon.

The device is showing setup choices while I am reading

- Device setup belongs to onboarding/help, not the storytelling experience.
- If a setup panel remains visible while reading, return to the Home screen or refresh the clean app page.
- If it continues, contact OMAAT support and include the device type and what you were doing when it appeared.

SUPPORT

hello@onememoryatatime.org | onememoryatatime.org

14. Quick Reference Pages

Senior at Home

- Open OMAAT. Choose one story. Read a little. Pause when something connects. There is no need to finish the page.
- Use OMAAT alone or invite someone to sit with you.
- Skip anything you do not feel like exploring.
- Talk, think, write or simply remember.
- Use the Memory Box only if you want to write something for yourself.
- On a phone, open OMAAT later from the Home Screen icon.
- Reconnect occasionally so new OMAAT material can arrive.

Family / Friend / Caregiver

- Ask permission before beginning.
- Read slowly.
- When something connects, stop reading and listen.
- Do not correct every detail.
- Do not fill every silence.
- Follow the person's story, even when it leaves the screen.
- Let the storyteller decide whether anything is recorded or preserved.

Quick Reference — Institution / Community Partner

- Phone = portable/offline-first.
- Tablet = connected-first; offline for outreach or unreliable Wi-Fi.
- Computer/Mac = connected-first for current content.
- Use real email addresses and check Spam/Junk during activation.
- Keep shared devices free of another user's private notes.
- Reconnect offline devices on a routine schedule.
- Essential updates are separate from optional marketing.
- Use the current Memory Companion Training Manual for trained program delivery.



Use the Library for the latest OMAAT training, quick guides and program resources.

BEFORE ANY OMAAT CONVERSATION

READ. PAUSE. LISTEN. FOLLOW.

If you remember nothing else from this guide, remember this: the screen is not the destination. The person is.

One Memory at a Time® is provided free of charge.

Questions, support and current resources:

www.onememoryatatime.org • hello@onememoryatatime.org

