**Policy Framework: Dignity Care Guide**

*Use this template to develop your Policy Framework. The goal of developing a Policy Framework is to summarize the work done with the EIA and chatbot building to help develop clear policies and governance for implementing the chatbot. Assign someone in your team to develop this as you go as there will be no time at the end to do this separately.*

**Purpose and Mission**

*The* ***Aging with Dignity*** *chatbot addresses the critical issue of older adults facing barriers in accessing healthcare services. It is designed to serve elderly individuals—especially those with limited digital literacy, cognitive impairments, language barriers, and accessibility needs. The chatbot aims to guide seniors through healthcare options, service navigation, specialist referrals, and appointment scheduling with patience, clarity, and respect.*

**Ethical Principles Commitment**

*The Aging with Dignity chatbot prioritizes:*

* ***Accessibility****: Designing for visual, auditory, and cognitive impairments.*
* ***Empowerment****: Treating elderly users as capable decision-makers.*
* ***Privacy and Respect****: Ensuring user dignity and safeguarding their information.*
* ***Language Simplicity****: Using clear, jargon-free, empathetic communication across all interactions.*

**Data Privacy and Consent Policy**

*The chatbot is designed to operate with* ***minimal personal data collection*** *to protect user privacy.*

* *Users are informed upfront about any data collected, with a* ***clear, simple disclaimer*** *written in plain language.*
* ***Explicit opt-in consent*** *is required before gathering any sensitive information (e.g., healthcare needs, appointment bookings).*
* *No information is shared with third parties without clear consent.*
* *Data will not be used for training future models without anonymization and informed user approval.*
* *Users can request deletion of their information at any time through a simple voice or text command.*

**User Rights and Protections**

*If an ethical principle is violated, users have the right to:*

* ***Access****: Request a copy of any data the chatbot holds about them.*
* ***Correction****: Correct inaccuracies in their information.*
* ***Deletion****: Request immediate deletion of their personal data.*
* ***Report Issues****: File a complaint or report concerns easily.*

***Point of Contact****:  
All concerns will be addressed by a dedicated* ***Senior User Advocate****. Their contact information (phone, email, and text options) will be displayed prominently throughout the chatbot experience, especially when first launching the service and at the end of major interactions.*

**Closing Affirmation**

*Aging with Dignity chatbot is built on a foundation of respect, empathy, and ethical commitment. We believe that every older adult deserves clear, compassionate support in navigating healthcare systems. By prioritizing accessibility, privacy, user empowerment, and clear communication, we aim to create a trustworthy digital companion that truly honors the dignity of aging. We affirm our dedication to continuous improvement, based on user feedback and co-design sessions with the seniors we serve.*