"This book is downright scary—but . . . you will emerge smarter and more empowered to demand justice." —NAOMI KLEIN

"Riveting." —*THE NEW YORK TIMES BOOK REVIEW*

AUTOMATING
INEQUALITY

HOW HIGH-TECH TOOLS PROFILE, POLICE, AND PUNISH THE POOR

VIRGINIA EUBANKS

PICADOR

RUHA
BENJAMIN

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AFTER
TECHNOLOGY

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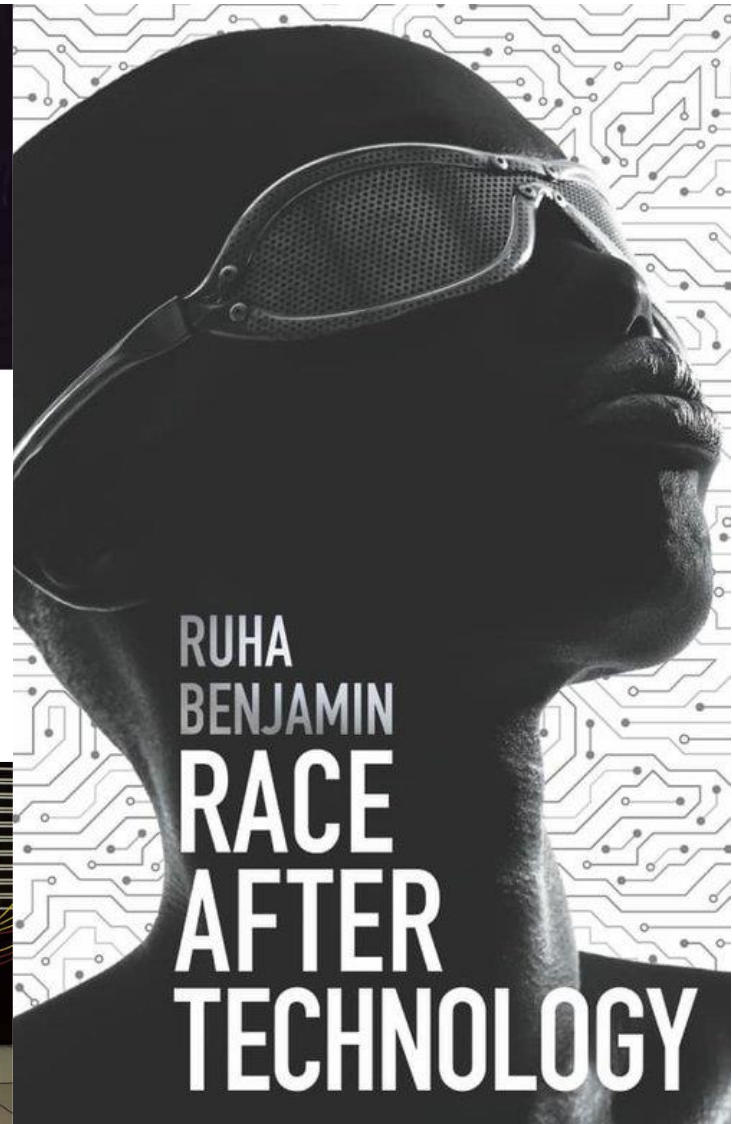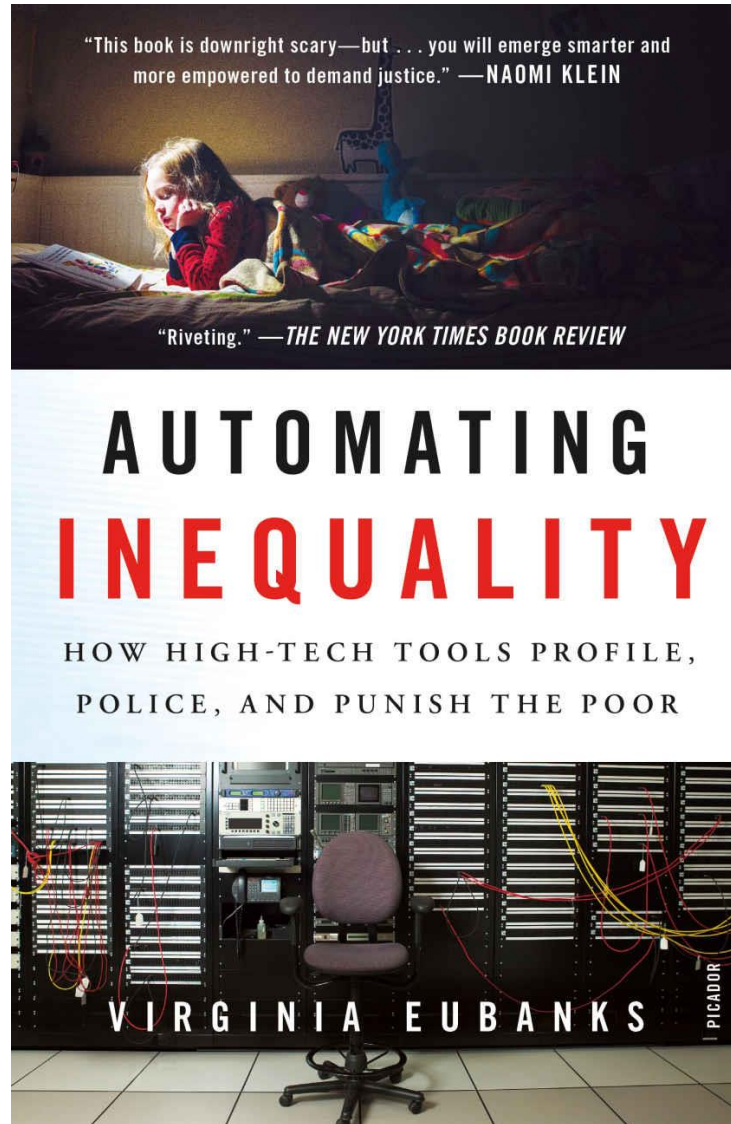
From compassionate ageism to intergenerational conflict?

Disciplining Old Age

The Formation of Gerontological Knowledge

STEPHEN KATZ

Elderly people

PAUL HIGGS & CHRIS GILLEARD

**RETHINKING OLD AGE**

THEORISING THE FOURTH AGE

How We Talk About Aging During a Global Pandemic Matters: On Ageist Othering and Aging 'Others' Talking Back

Christine Verbruggen, Britteny M. Howell, Kaylee Simmons

Plan

1. Research-based explanations for low uptake

2. Limitations of an "interventionist logic"

3. Technologies embedded with values

4. Common risks

5. Boundary intrusions in practice
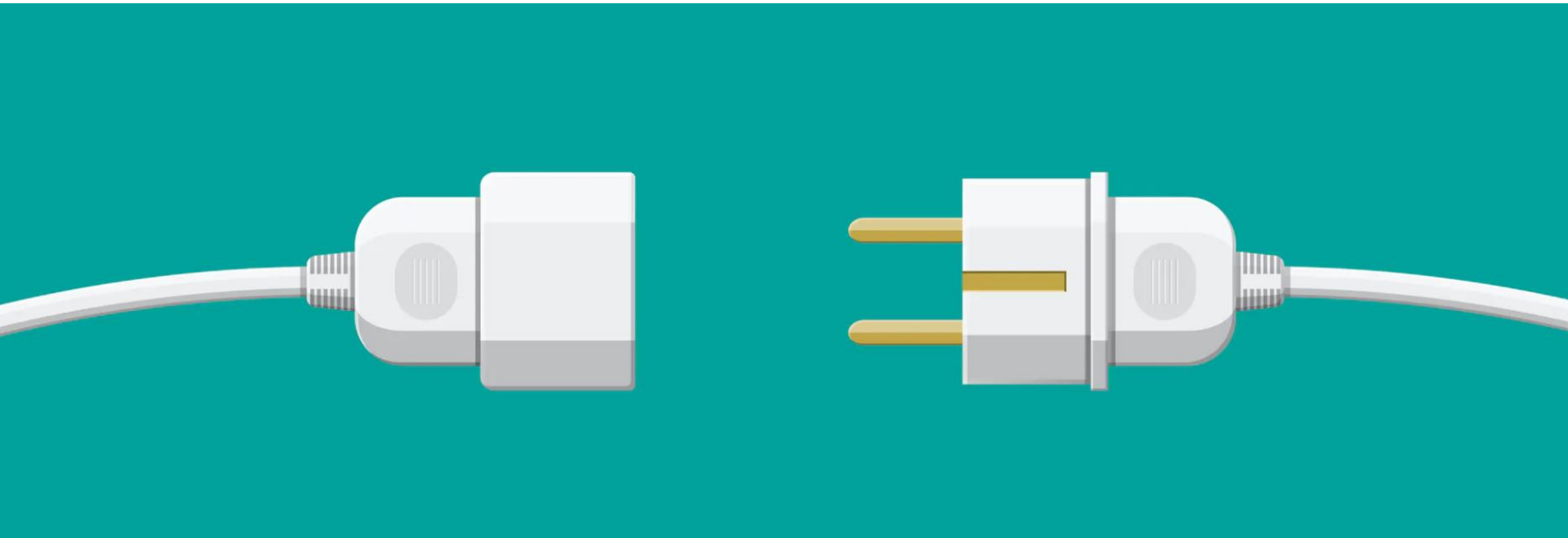
interventionist logic

Peine, A., & Neven, L (2019). From Intervention to Co-constitution: New Directions in Theorizing about Aging and Technology, *The Gerontologist*

Technology is shaped by ideas about aging.

Aging is also shaped by technology.

"Decisions made by designers about norms, roles and proper conduct are thus materialized and, at the same, it may become opaque that such a decision was ever made."

Peine, A., & Neven, L. (2020). The co-constitution of ageing and technology – a model and agenda. *Ageing and Society*

Simplistic user representation

Neven, L. (2010) 'But obviously not for me': robots, laboratories and the defiant identity of elder test user. *Sociology of Health and Illness*
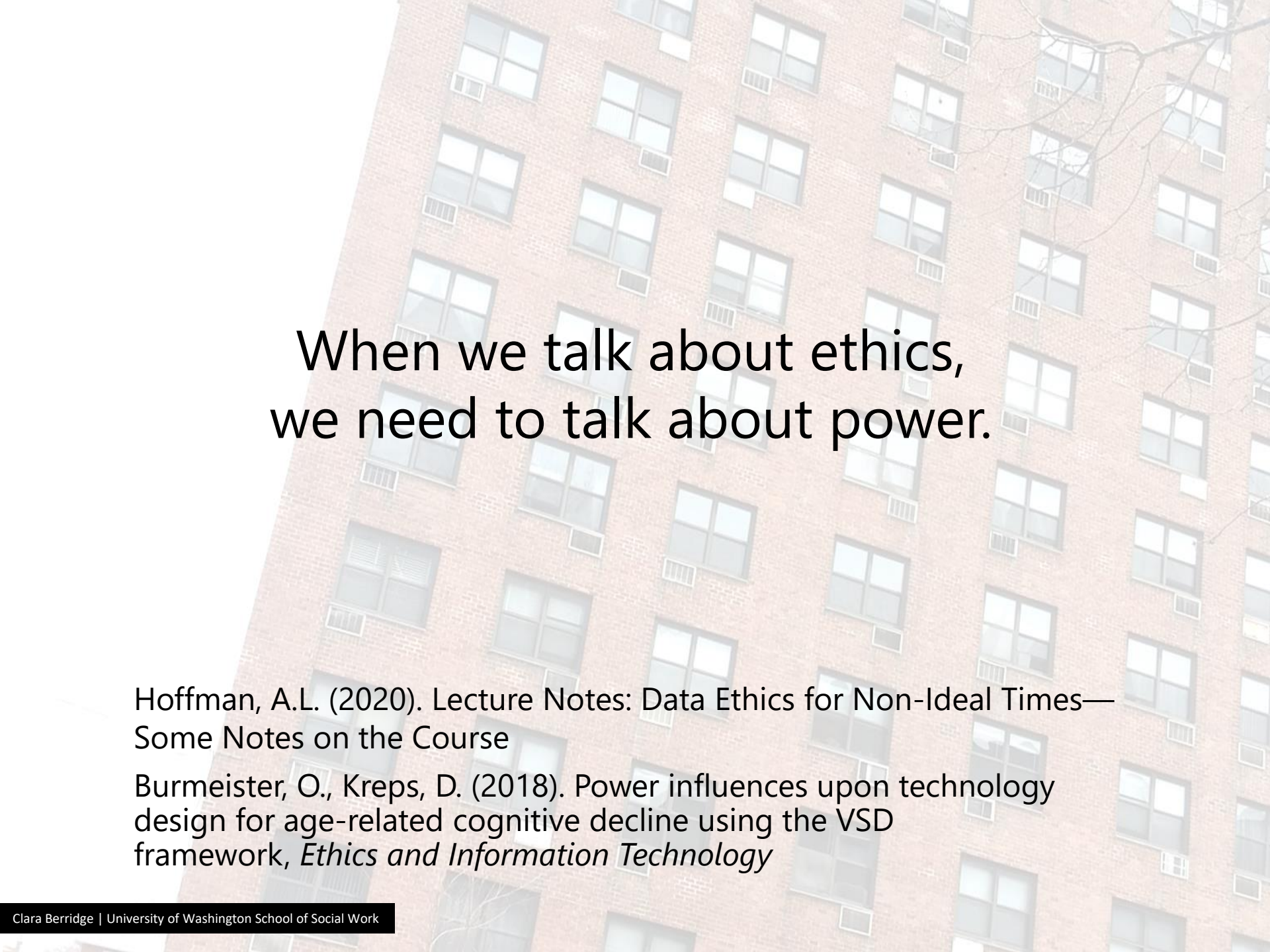
Lack of participatory design processes

Grigorovich, A., et al. (2021). Moving towards the promise of participatory engagement of older adults in gerotechnology. *The Gerontologist*

Delayed engagement with ethics

Ienca, M., et al. (2018). Ethical design of intelligent assistive technologies for dementia: A descriptive review. *Science and Engineering Ethics*

Robillard, J. M., et al. (2018). Ethical adoption: A new imperative in the development of technology for dementia. *Alzheimer's & Dementia*

Rubeis, G. (2020). The disruptive power of artificial intelligence. ethical aspects of gerontechnology in elderly care. *Archives of Gerontology and Geriatrics*

When we talk about ethics, we need to talk about power.

Hoffman, A.L. (2020). Lecture Notes: Data Ethics for Non-Ideal Times—Some Notes on the Course

Burmeister, O., Kreps, D. (2018). Power influences upon technology design for age-related cognitive decline using the VSD framework, *Ethics and Information Technology*

"Technologies are value neutral."
Values are embedded and technology reinforces values.

What values are at play?
What's at stake?
For whom?

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Common risks (1/4)

— privacy invasion for individual and visitors

— feeling uncomfortable/bugged/no place to hide

— infantilize or lead to feeling "baby sat"

— compromise one's dignity

Berridge, C., Demiris, G. & Kaye, J. (2021). Domain Experts on Dementia-Care Technologies: Mitigating Risk in Design and Implementation. *Science & Engineering Ethics*

Common risks (2/4)

—caregiver stress from ambiguous data/alert overload

—false sense of security, reducing proactive help

—reduction of visits or calls, leading to loneliness

—deception or confusion about AI voice/agent/robot

Common risks (3/4)

– overtreatment or unnecessary intervention

– tension caused by caregiver paternalism in form of intrusive or harassing questioning

– caregiver limits freedom, using data to rebuke, restrict, or micromanage

– behavior change to conform w/ expectations

Common risks (4/4)

– data lead to knowledge of non-adherence or high risk activities that lead to increased premiums or denial of coverage

– data security risk & nefarious use

– unknown or unsanctioned third party use

– problems with errors / triggering unwanted actions

Dyad study findings

Divergent assessments of:

    geo-tracking

   in-home motion sensors

    web-cameras

We can expect overlapping and competing priorities from older adults and adult children

Berridge, C. & Wetle, T.F. (2019). Why older adults and their children disagree about in-home surveillance technology, sensors, and tracking. *The Gerontologist*

What does privacy mean to you?

— To do as I please

— To not be told what to do or how

— Do something in private, without people knowing things about you

— Being alone

— Not feeling watched
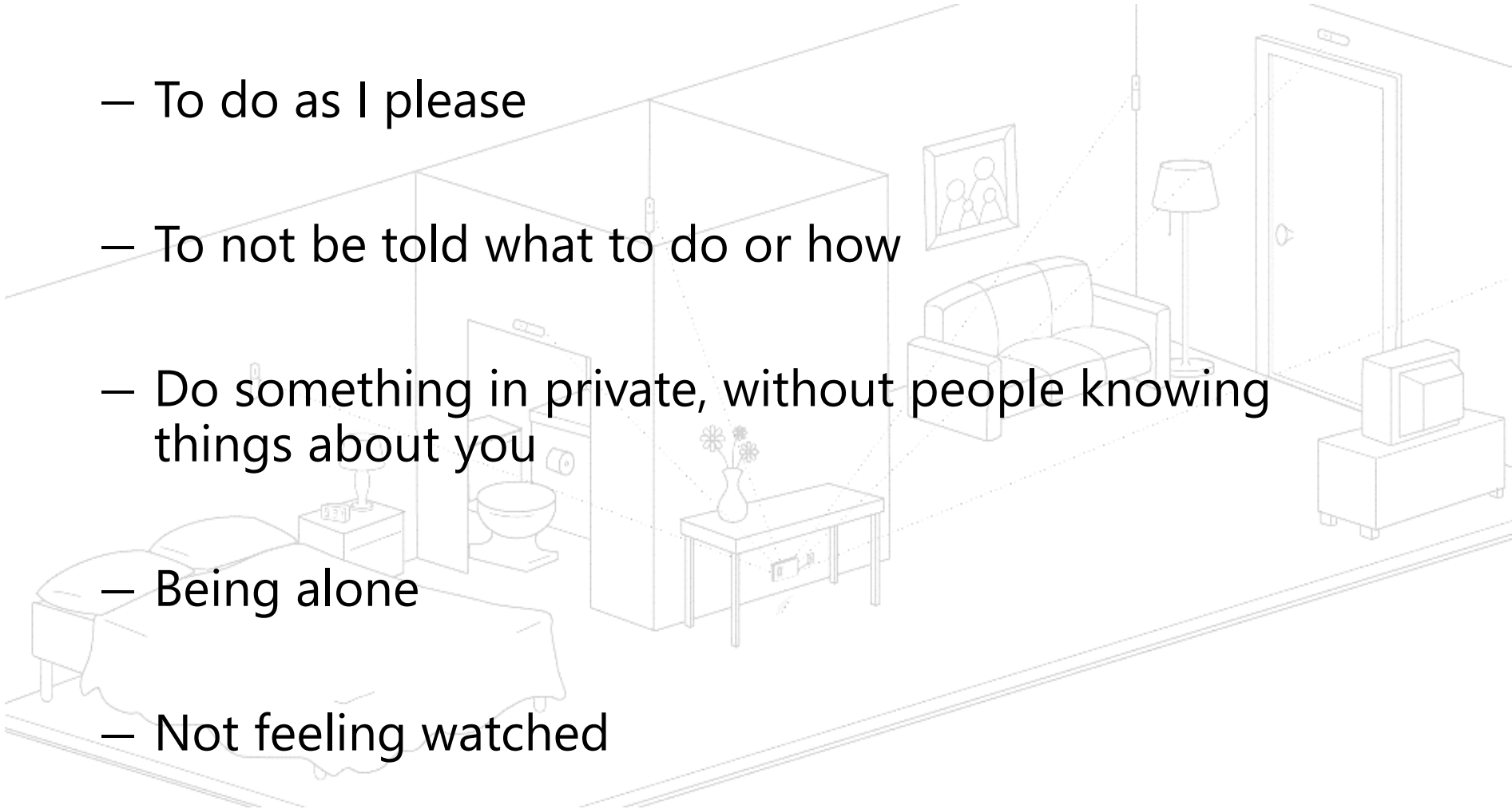
Behavioral autonomy

Meals on Wheels client: "I wouldn't feel good because I'd be afraid to do anything because I know the camera's watching."

Clara: "When you say afraid to do anything, can you give me an example?"

Meals on Wheels client: "Uh, suppose I'm not supposed to cheat and I go (laughs) in the refrigerator and get something."

"There is some level of privacy that's taken away, and depending on the person, it could affect how they lead their lives or how they feel like they can lead their life. Your life is open and exposed in a way that it wasn't.

The more and more one feels one's privacy is being invaded, the more and more degraded some can feel.

-62-year-old son of a Meals on Wheels client"

Berridge, C. (2016). Breathing room in monitored space: The impact of passive monitoring technology on privacy in independent living. *The Gerontologist, 56*(5), 807–816.

Bypassing and inaccurate beliefs about comprehension

– All adult children underestimated parents' ability to comprehend the basic functions of the technologies

"I don't think she would need to know the details. Yeah. Sometimes the less – the less, the better. Yeah, because then it would seem too imposing."

-Adult daughter

Berridge, C. & Wetle, T.F. (2019). Why older adults and their children disagree about in-home surveillance technology, sensors, and tracking. *The Gerontologist*

High likelihood of conflicting perspectives

Daughter, Lyn on sensors:

"My mom is very adaptable and cooperative. Yeah. She wouldn't mind any of it. If she knew that it would be helpful to take care of her and also to keep the family at ease, she would cooperate."

Mother, Jude on sensors:

"I think her children are really being good, they want to take care of her. And she [Theresa] wants them to mind their own business. I think the whole thing is terrible. She has no privacy. How many times she goes to the bathroom, when she gets up. Oh, and when she has people come in. Hm. I think that's terrible (laughs). She'd feel like it's the Gestapo checking on her."

In practice, boundary intrusion occurs in these moments

1) Adoption decision
- —"revisiting" decisions not to adopt
- —moralizing
- —ultimatums
- —bypassing

2) Behavior disruption

3) Preventing feedback: Caregivers or family know
   more about the person than that person realizes
(Berridge, 2016; 2017)

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(Berridge, 2016; 2017)

Questions raised for practice, policy and research

- With interdependence in view, how do we support decision making in which older adults' preferences and values are considered?

- How should data intensive technology practices be presented to enable meaningful engagement?

- How do we ensure that older adults have opportunities to manage their own boundaries?

Thank you