



DHS News

Newsletter of the Allegheny County
Department of Human Services



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Alyx brings smiles, connections

February marked the first time that the Area Agency on Aging (AAA) made a visit with Alyx, its PadBot. (Learn more about the Padbot in the [November 2020 edition of DHS News](#).)

Originally named Addie by the state, local AAA staff decided to select a new name for their PadBot. After reviewing submissions from AAA staff, the ombudsman team decided on Alyx, a gender-neutral name that means "defender" and "helper" in Greek.

Alyx lived up to its name during its first outing: a visit to Artis Senior Living of South Hills. Despite the cold, AAA ombudsmen stayed safely distanced outside while Alyx made its way through the facility and interacted with residents. Both the residents and AAA staff thoroughly enjoyed the opportunity to chat and connect with each other for the first time in nearly a year. Additionally, ombudsmen were able to perform a visual check of the facility and remind consumers that resources are available if help is needed.

Currently, three ombudsmen are trained in using Alyx, with plans to train additional staff members over the coming months. Staff will be contacting care facilities to find the best fit for Alyx's next outing.

More photos from Alyx's visit can be found on [Artis' Facebook page](#). See a video of Alyx in action on [Vimeo](#).