Shining a Spotlight on the Darkest Side of the Digital Divide

The 9th Annual
SENIOR COMMUNITY SERVICES

REIMAGINE AGING CONFERENCE
Aging in a Digital World

Don Frederiksen
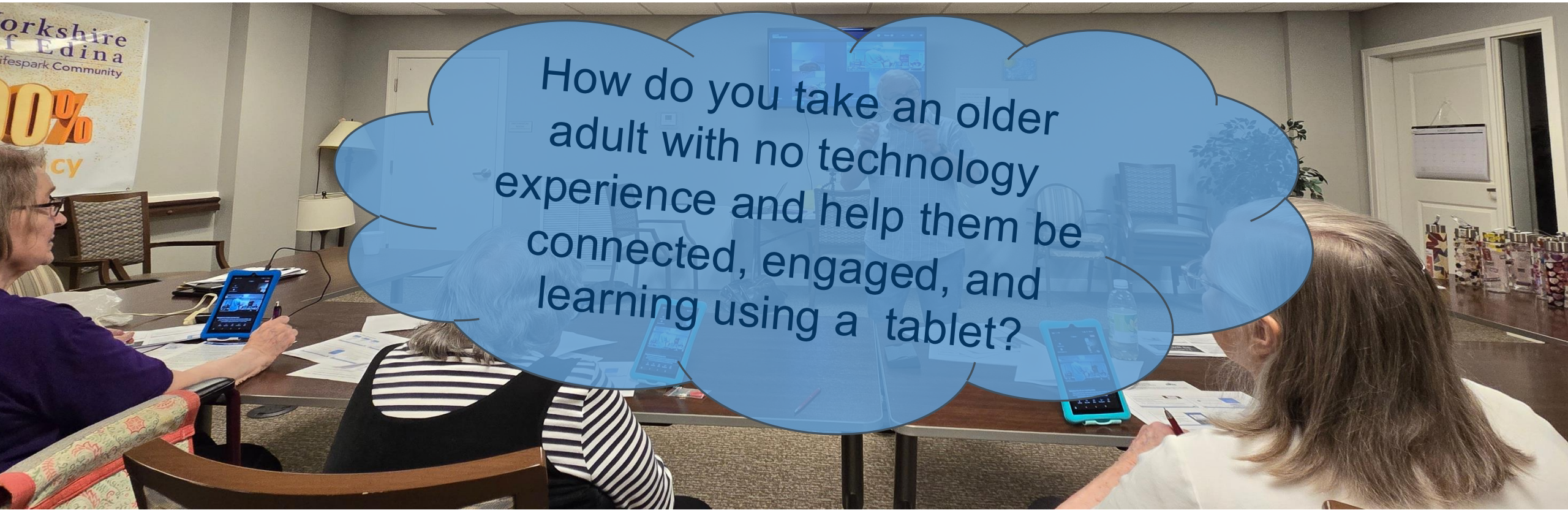
Do you know this person?

Lives alone

Mobility Challenges

No Technology Experience
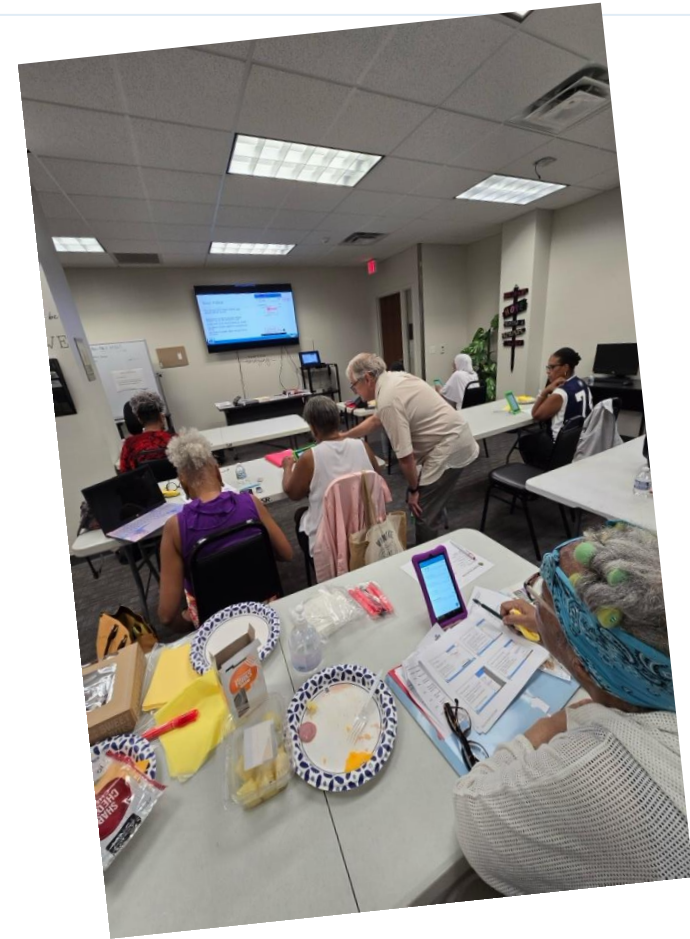
Does not have the means to purchase any technology

The essential benefits of the digital world are far away.

Shining a Spotlight on the Darkest Side of the Digital Divide

How do you take an older adult with no technology experience and help them be connected, engaged, and learning using a tablet?

Introducing
Tech for Seniors

Providing
technology to
isolated older adults
to help alleviate
social isolation and
loneliness.

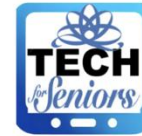# Our Spotlight Theme: Share, Listen & Collaborate

Your Online Gateway to:

https://TechForSeniors.info/RAC-2024

Slide Deck, Links, Sample Lessons, Comments, Volunteer, Collaborate. Contacts

A Program of

Support Materials and Links for:

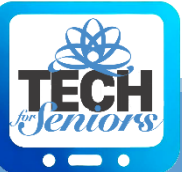**Shining a Spotlight on the Darkest Side of the Digital Divide**

+ Presentation Slide Deck

+ Links to Resources Mentioned in the Presentation

+ Sample Lesson & Materials

+ Get Involved

+ Contact Us

Agenda

- Gifts for Seniors
- The Opportunity
- The Tech for Seniors Spotlight
- Sharing Our Guiding Principles
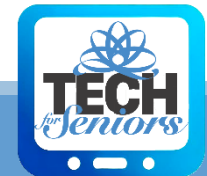- Listening & Collaborating
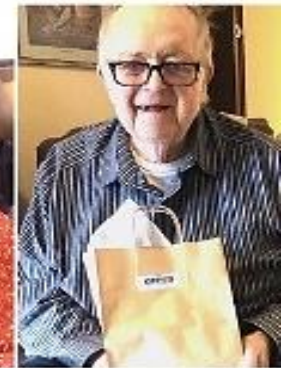
Gifts for Seniors

Our *passion* is making older adults feel valued and seen.

Our *niche* is being the best community gift drive in America for isolated older adults in need.

Our *core focus* is inspiring human connection through community collaborations to alleviate the devastating health impacts of loneliness and social isolation.

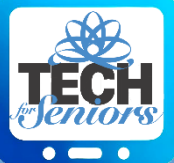Remembering those feeling isolated and forgotten

In person:

- Help sort, bundle, wrap, & fulfill wishes & needs at our operations center in NE Minneapolis by registering on the Kindly app
- Team groups of 6 – 10
- Events – 3M Open golf concessions, holiday launch & gift drive

Other:

- Cards for Seniors
- Crafters & makers
- Host a gift drive with your dept., association, union, place of residency, social/book/wine club, faith community, holiday party, or sports team event
- Join the Gifts for Seniors Board of Directors

Programs

- Monthly life-affirming visits to ensure health & wellbeing. These check-ins are sure to bring joy but also aid in identifying self-neglect, elder abuse, and financial exploitation. The gift is the icebreaker but all too often a much-needed resource as well.
- Cards for Seniors – words of encouragement & connection
- Food for Seniors – food stability
- Tech for Seniors – critically important for seniors living with mobility or transportation challenges, virtual social options
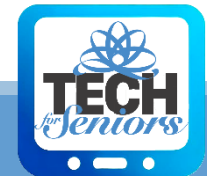
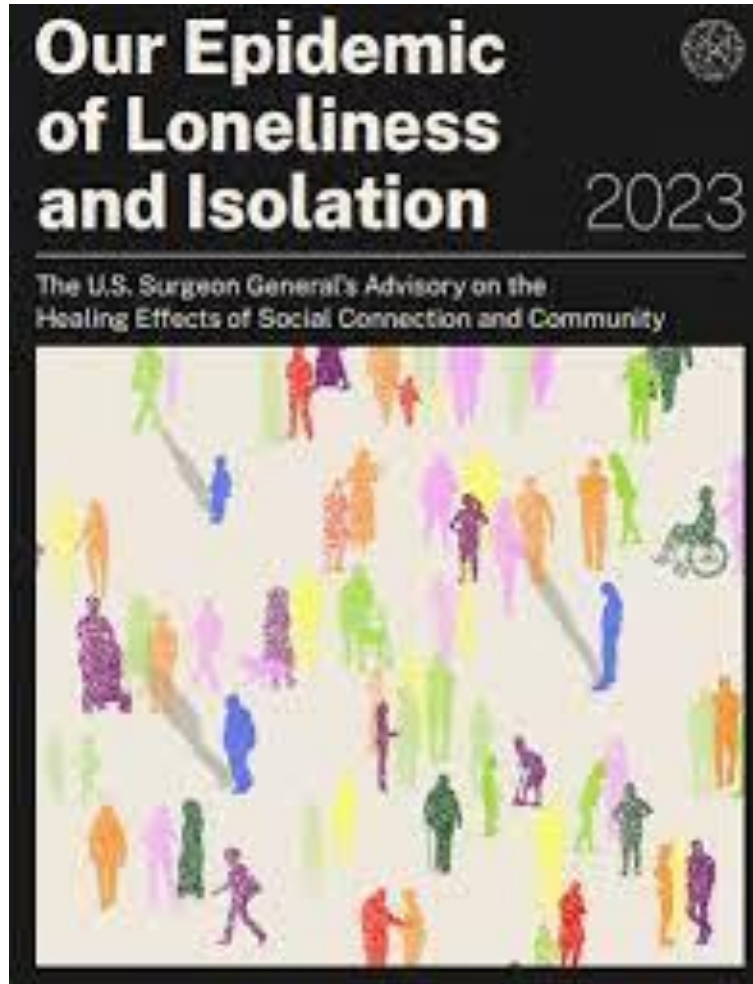# Every gift has the potential to change a life!

Contact information:

Carolyn Deters, Executive Director

carolyn@giftsforseniors.org

612-379-3205

The Opportunity

Our Epidemic of Loneliness and Isolation 2023

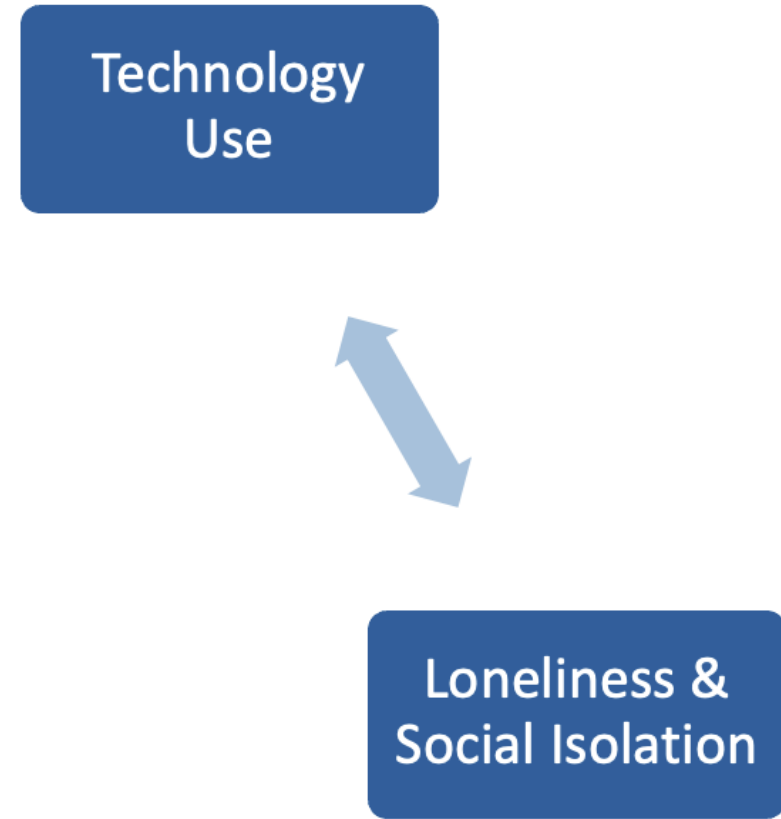The U.S. Surgeon General's Advisory on the Healing Effects of Social Connection and Community

Loneliness and isolation represent profound threats to our health and well-being

U.S. Surgeon General - 2023
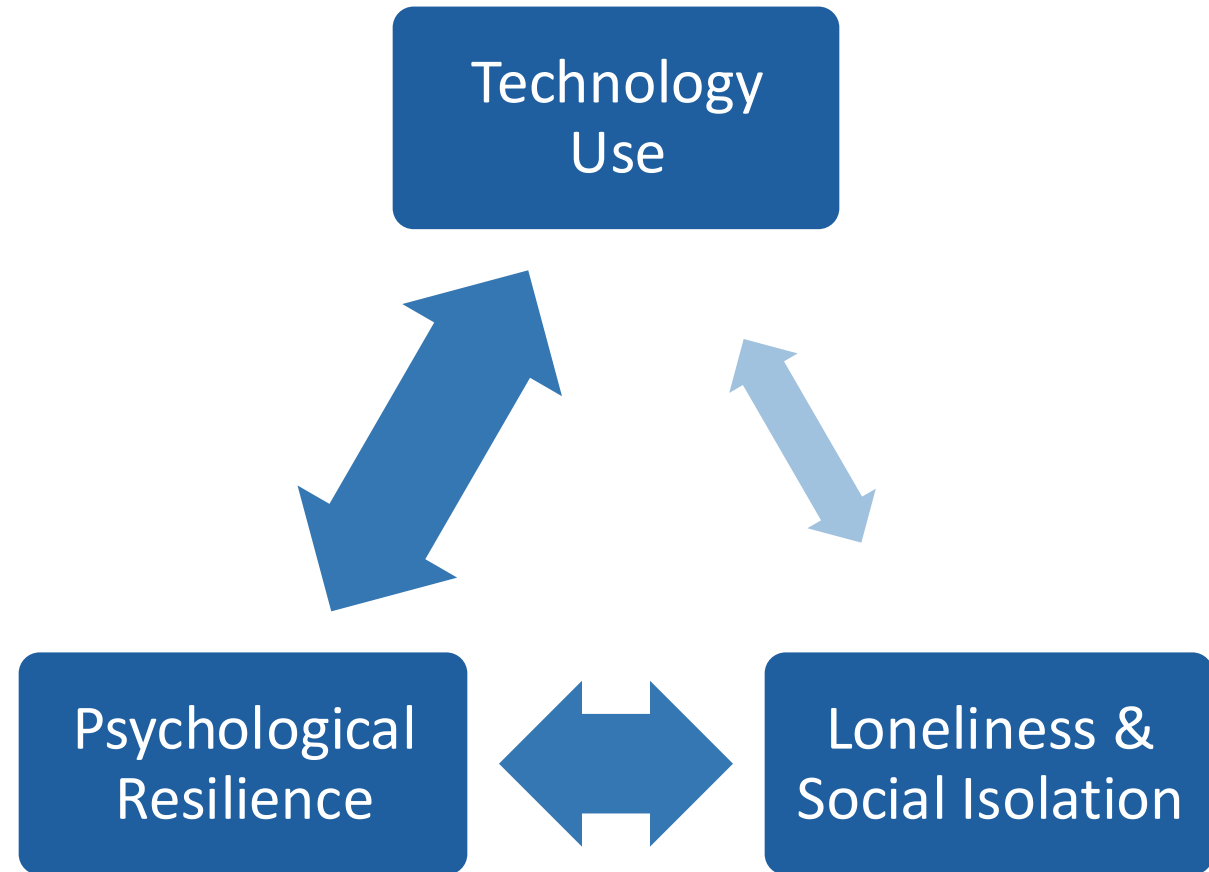
It's More than Just Using Zoom to Communicate

Yes, Technology can be used to add communication, but.....

Technology Use

Loneliness & Social Isolation

It's More than Just Using Zoom to Communicate

Psychological Resilience:
Ability to adapt to difficult life experiences

UMass research insight:
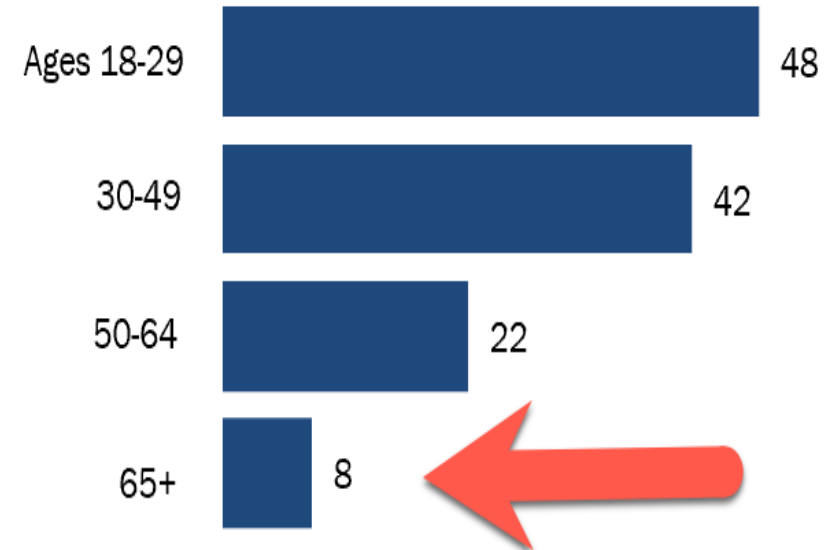Utilize technology to boost resilience and mitigate loneliness for older people.

Technology Use

Psychological Resilience

Loneliness & Social Isolation

The Opportunity - How Big?

Data for aged 80 and older:

Pew Research Only 17% of group use the internet. Around 8% have broadband at home.

U.S. Census: Broadband adoption about 8% for age group.

AARP: Smartphone ownership < 5% for age group.

Ages 18-29 — 48
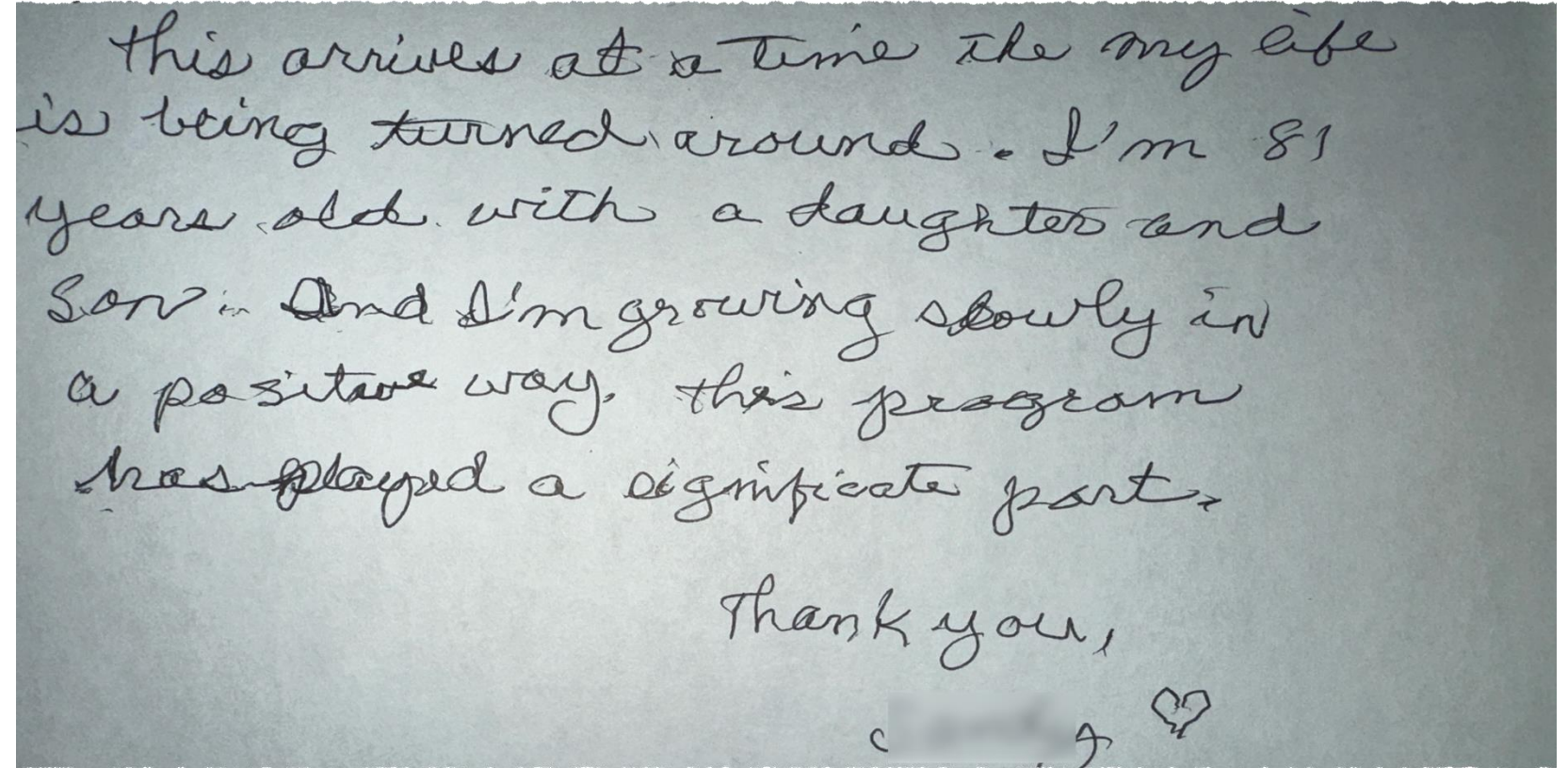
30-49 — 42

50-64 — 22

65+ — 8

Note: Respondents who did not give an answer or who gave other responses are not shown.

Source: Survey of U.S. adults conducted Jan. 25-Feb. 8, 2021.

PEW RESEARCH CENTER

The Results We Seek – "Growing Slowly in a Positive Way"

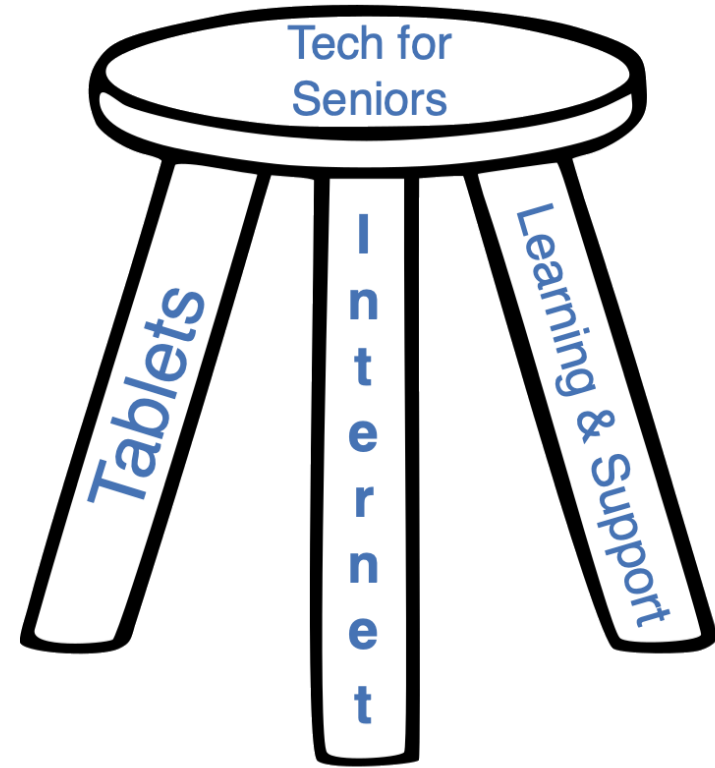"I'm growing slowly in a positive way. This program has played a significant part."

Tech for Seniors Approach

Essential Elements
- ❖ Device/Tablets
- ❖ Affordable Internet
- ❖ Learning and Support

Device – Amazon Fire Tablet

Adequate & Reliable

Affordable & Donatable

Amazon App Store

Alexa – Voice Assistant

Include protective case, stand and stylus

Highly Curated

Affordable Internet

CONNECTED FOR LEARNING

Crucial Element of the Program for Engagement, Learning, Community and more….

- In the Home Preference

Community WiFi Programs
- Senior Housing with WiFi Throughout the Facility

Subsidized Internet Plans

Comcast's Internet Essentials

Check resources from MN Office of Broadband Development Resources

Lifeline Program –FCC Program for Assistance

Learning and Support

Eight Week "Getting Started" Program with weekly in person classes

Cohorts with up to 8 people per class (73% worked together)

Instructor/Navigator with hovering Volunteers

Modest objectives – keep it flexible

Tech for Seniors Student Apps – Access to lessons primarily for homework and between session review.

Seeking Sparks

Our Guiding Principles

Make It Personal

Planfully Pursue the Spark

Make it Accessible & Safe

It Takes A Village

The Development of our Guiding Principles

Digital Connection Committee

Joyful Work in the Trenches

Make It Personal
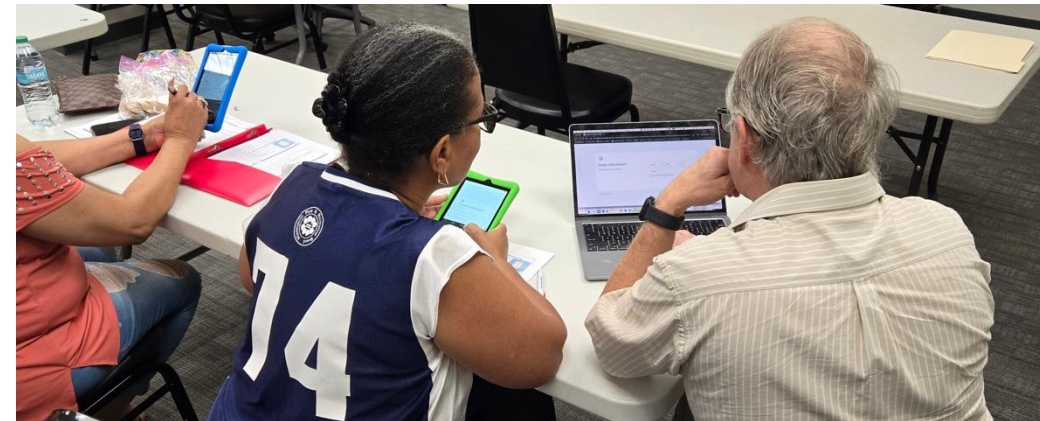

Guiding Principles

NO Substitute for In Person Training & Coaching
- Digital Navigators Are Critical
- Volunteer Hovering Navigators
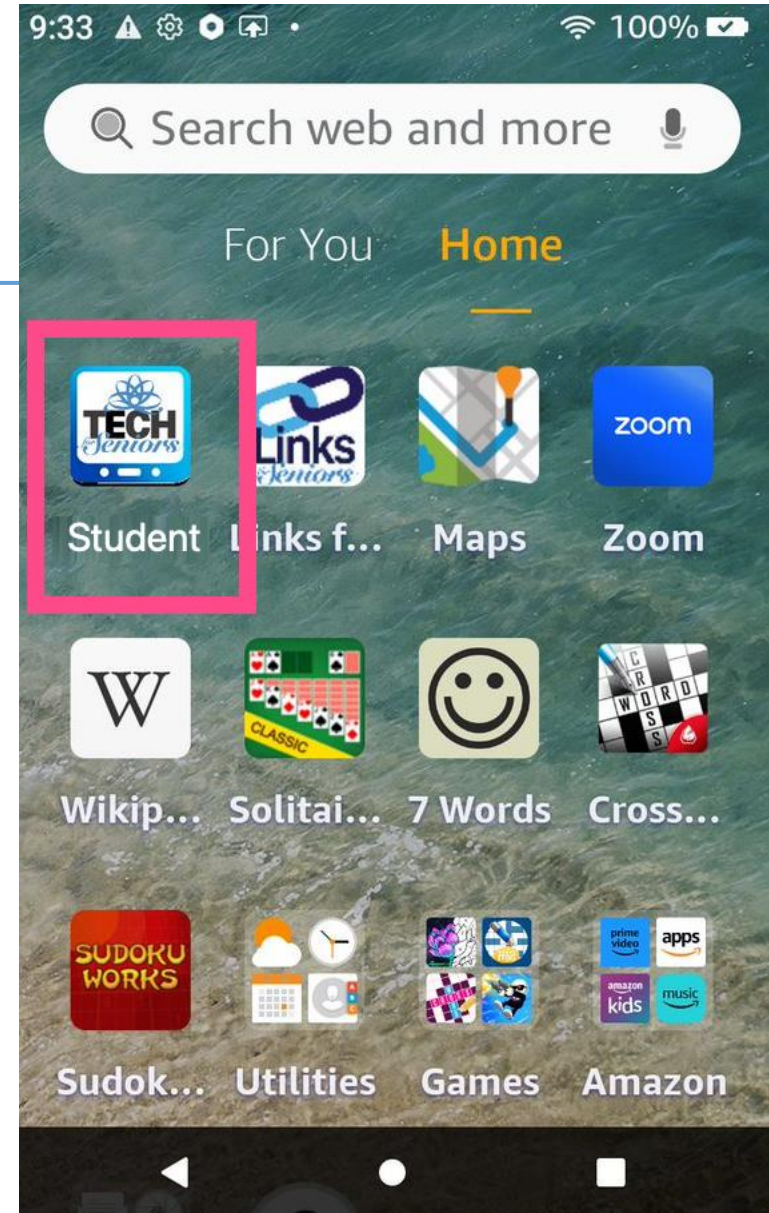
Personal also Means
- Make it Relevant & Meaningful

Experimenting with Apps

Tech for Seniors Student App

Place Online Lessons Front and Center on the tablet.

Only used as a secondary learning tool in support of homework.

Planfully Pursue the Spark

Teach to Modest Objectives
◦ Celebrate Success

Paced Deliberately
◦ Rinse & Repeat - R&R
◦ Be ready to coach students falling behind
  ◦ Hovering Eldertech Volunteers

Seek the Spark

What is the Spark?

Find what is meaningful and FUN for your learners.

Listen, watch and learn from your student's reactions.

Different people respond differently

What is the Spark?

Spark might be delivered via:
◦ Maps   Alexa
◦ Wikipedia   Solitaire
◦ Word Games Others….

Make it Accessible & Safe

No Logins or Passwords

No Ads

Provide Paper

Alexa

Make it Accessible with Paper

Guiding Principles

Put it on Paper

Getting Started Guide (81%)

Printed Handouts (91%)
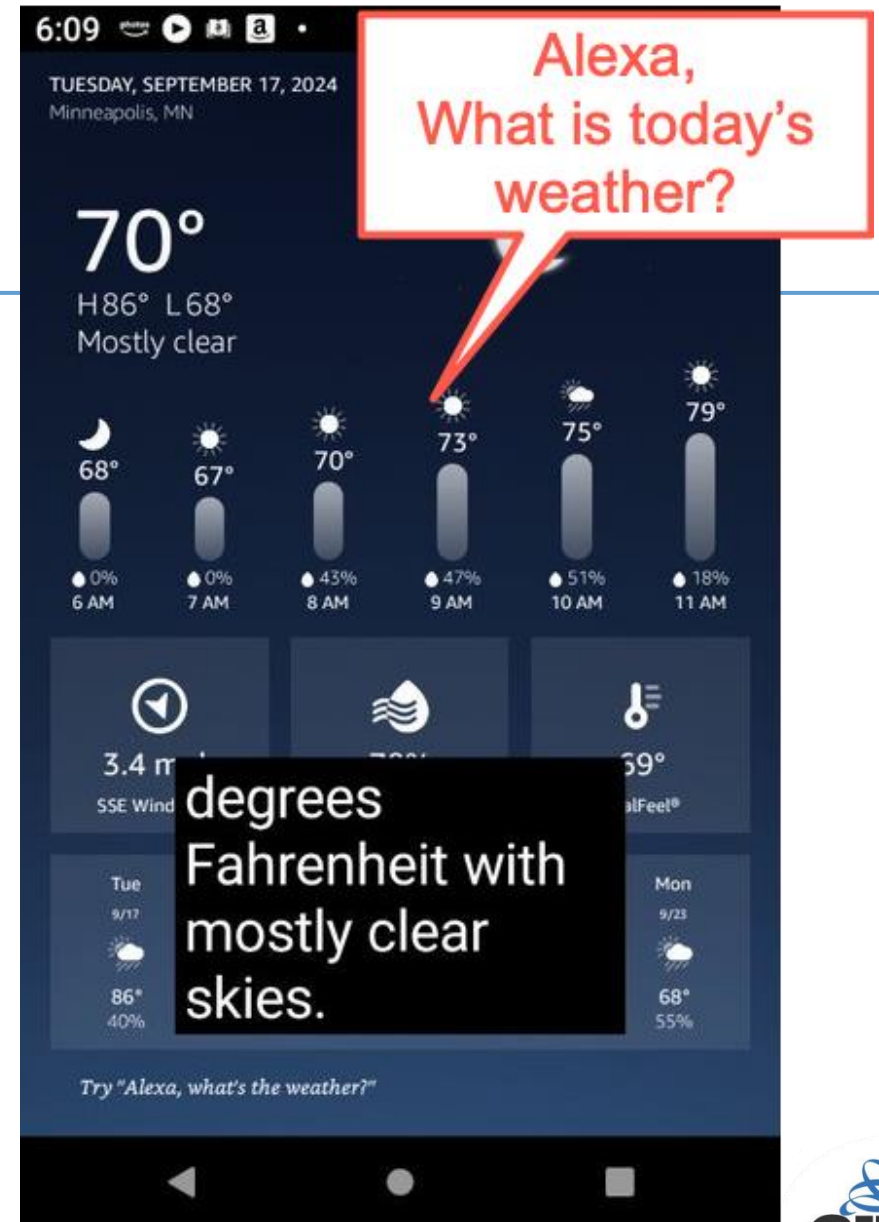
Six Questions (Survey)

Tech for Seniors 8/6/2024

Make It Accessible with Alexa

Teach learners how to have a conversation with Alexa.

Provide example commands
◦ Information
◦ Organization
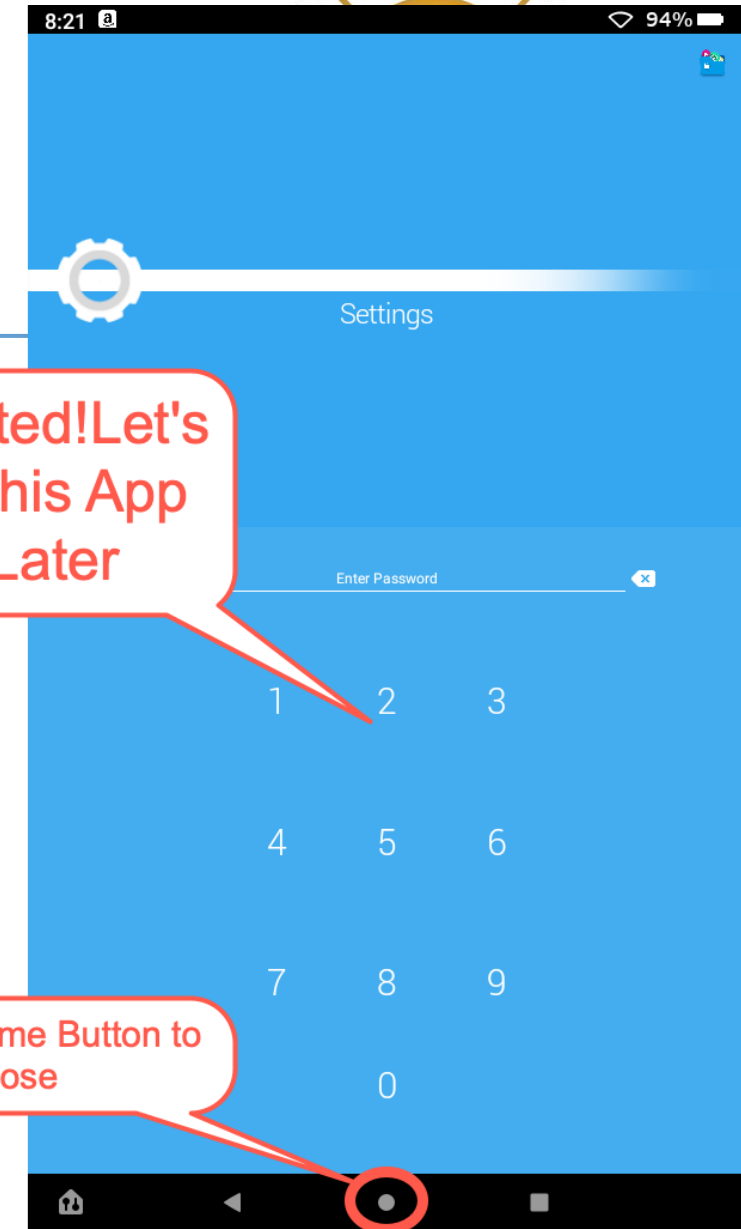◦ Entertainment & Fun
◦ Radio & Podcasts

Make it Safe

Parental Controls – Lock "trouble" apps
- ◦ Web Browser
- ◦ Anything w/ Shopping
- ◦ App Store

Curate Safe Apps
- ◦ No Logins or Passwords
- ◦ No Privacy Concerns, Ads or Distractions

It Takes A Village

➤ Agency Partners and their staff

➤ Volunteers

➤ Sponsors

The Insight and Experience of people like YOU!

The Important Role of Agency Partners

Identify Qualified Individuals

Share Site Needs and Challenges

Coordinate Host Facility

Communicate with Residents

Share the Agency's needs

Help with Sessions and Support

Our Guiding Principles

Make It Personal

Planfully Pursue the Spark

Make it Accessible & Safe

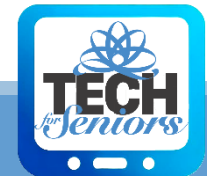It Takes A Village

Thank You!

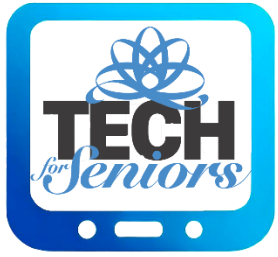It has been our honor to share about Tech for Seniors

Thanks to Senior Community Services and all Sponsors to the mission

TechForSeniors.Info

Questions & Comments