

GENDER EQUALITY

INTERGENERATIONAL

RURAL SUPPORT

DIGITAL



ExpertCLICK, Spain

PROBLEM

'technological advances seem to leave elderly out of the scope' now that everything is led through the Internet. These problems need to be tackled from a blended-learning perspective, as well as a person-centred approach. Another concern with seniors is to make them face security fears: 'guide them on using secure passwords and the things we need to be aware of. How to proceed when we doubt the reliability of a profile or page'. Encouraging older people to explore and be curious, whilst exemplifying protocols of asking for orientation when they are stuck for any reason (feeling illiterate, insecure, suspicious). There are also needs of the elderly, related to health applications and certificates, such as 'to know how to request and update COVID certificate and passport, or how to schedule a doctor's appointment online'.

ACTION

The free service is based on ICT training for Spanish people over 55 years old, on a blended-learning modality. This means, face-to-face and online sessions in the use of domestic electronic devices and internet surfing, towards autonomy and independent meeting of daily needs through applications like banking, healthcare system, public administrative procedures, and informative consultation. The initiative is run by Fundación Cibervoluntarios and it is performed on a national level. Volunteers are often immigrants, motivated and dedicated to this work, for example Mario, from Venezuela. Mario explains that NGOs related to elder collectivity are the ones in touch to provide and call on the participants of training

activities. Even if they are seen normally as collaborators, here they are also active beneficiaries as professionals interested in knowing how to respond to their users' and associates' needs.

RESULT

Even though the project is still ongoing, it has been deployed many years from now, thus in terms of results Mario is able to give us some information about: 'Results are incredibly good. Participants are always happy with the service since they truly had no idea how to even unlock a device; on how all this digital world works. Then, I daresay they got the idea and, well, to be completely honest if they do not practice afterward, they forget all the acquired skills.'

This is a sustainability concern that Mario explains can be actually prevented if the network gets strength along the training sessions: 'I have seen in Municipalities, professionals also kept communication with elder people online on the information services channels. Also, some older people I met in the project, are still communicating digitally with their siblings and grandchildren. It seems quite interesting how people keep adapting to their environment no matter what it is, and how old they are.'

apart from the digital competencies, or the use of technological tools to promote, let's say, their autonomy, the idea of becoming visible again: having a FaceBook or Instagram account, which is the most popular Social Network, towards connecting with their environment in all stages.

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