# DIGITAL INCLUSION OF ADULTS

LET'S LEARN FROM EXAMPLES OF GOOD PRACTICES

INTRODUCTION

The DigiAdults project intends to explore end evaluate the impact of the use of digital tools and the Internet in the empowerment of a variety of categories of learners at risk of social marginalisation, then drawing out implications of findings in terms of guidelines for trainers involved in formal, nonformal and informal education, and generating a collection of case studies and best practices, assembled on an online resource center.

About the E-Booklet

Collection of good practices involves approaches and methodologies to promote digital inclusion of adults and develop their skills and competences through training events, courses and workshops. Each partner brought good case practices from their countries.
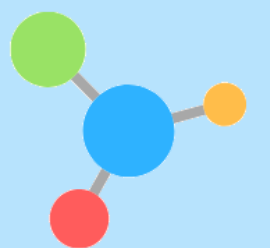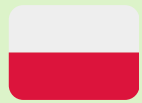
PARTNERS

🇵🇱

Fundacja Edukacja i Media

🇦🇹

Vienna Association of Education Volunteers

🇱🇻

Biedrība "KapNes"

🇨🇿

Právě teď! o.p.s.

🇪🇸

M&M Profuture Training, S.L.

TABLE OF CONTENT

Poland	**Online Portal about Public Health Services**
	How to Build a Website in WordPress
	Still active 60+
Austria	**Kaffee Digital**
	Social Media for Beginners
	Digital Days with Technology Trends for Seniors
Latvia	**Digi Teachers/ Digi Parents**
	Zoom Platform for Educators
	Communication is Key
Spain	**Messaging apps: WhatsApp**
	SeniorLab
	¡Soc blogger!
Czech Republic	**Brain Jogging Programme**
	Cyber Security as a Part of Digital Education
	Zoom: New Digital Learning Opportunity
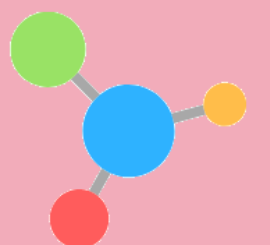
ONLINE PORTAL ABOUT PUBLIC HEALTH SERVICES

📍 Poland

Objectives of the Training

The aim of the workshop is an acquisition of the skills of using public online portal about public health services and the obtainments of information with it, and in particular:

- receiving the access and the registration to the system
- logging in
- taking control of the strategy of the effective seeking out of data.

COURSE DURATION

🕐 3-5 hours

TARGET GROUP

👥 50+

Objectives of the Training

- This is very important for people (seniors) when the health problems starts. They also gained knowledge about how to get specific data regarding their personal medical tretment (date and place of the service provided, its type, costs, medical procedures performed, etc).

Description of the practice: During the training participants were introduced with methods of searching for necessary information concerning medical services provided by the National Health Fund, and among them in particular:· access to current announcements and messages,·
knowledge about legal basis, with considering principles of the service delivery (local and abroad) and of their refund, knowledge regarding preventive programs,· access to the lists of doctor's surgery, clinics, hospitals, institutions of the ad-hoc health assistance, sanatoriums and pharmacies,· the time-limit of waiting for the specific medical treatment, information of medical costs concerning a person health treatment at the past.

Exercises: Exercises consisted of the completion of recommendations and tips concerning searching for concrete information about provided services in the specified time limit, and the gathering of information which allow to make optimal decisions about the place, the way and the date of treatment and about the potential further steps.

Methodology: The basic form of training was presentation prepared with taking into account the needs and the ICT abilities of people 50+ and seniors.On the basis of this presentation and instructions the participants carried out logging in to the system and within the practical workshop they filled appropriate forms for the purpose of obtainment of desired information. This forms (applications) were printed, separately for each participant

Necessary materials/resources: Presentation in the form of a printout, the booklet containing the basic forms of the program and a brief description of their completion. Workshop took place in computer laboratory with Internet connection.

Impact: Participants have acquired the skills to use the opportunities offered by the digital world – they were introduced with methods of searching for necessary information concerning medical services provided for them by public National Health Fund in Poland.
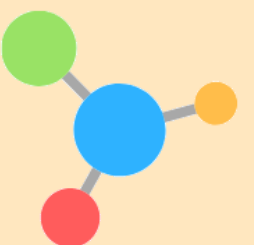
HOW TO BUILD A WEBSITE IN WORDPRESS

Objectives of the Training

📍 Poland

- The aim of the training is an acquisition of skills sufficient to build a website or blog using WordPress CMS system and to discover and actively use the possibilities of this system.

COURSE DURATION

🕐 20 hours

TARGET GROUP

Learners and Teachers

Impact

- The course enable participants to broaden their digital literacy and gain knowledge about creating website or blog. Once someone complete with this course, will have all the knowledge required to build a WordPress site from scratch and use it for whatever project he/she has in mind.
- This course can also be used by teachers who would like to use the website as an additional resource for their students

Description of the practice: It is a step-by-step course meant for people who would like to build their first website and use it for the purpose of their choice. This course can also be used by educators and teachers who would like to use the website as an additional resource for their students. Even though WordPress was originally a blog engine – used primarily to run blogs – it's now being used by a number of big online agencies to run their sites. The platform has evolved a lot over the years, and, even though a massive amount of new functionality got introduced, WordPress still remains one of the easiest to use web publishing platforms out there.

During the training participants were introduced with the following issues: *What WordPress is, How to begin, the basics of content publishing Including a link within the post, Adding an image to your content, Including lists and formatting text, Including YouTube videos, Categories and tags, Comments, How to change the look of your homepage, Menus, and Other possibilities in WordPress.*

Exercises:
- How to start with WordPress
- How to launch your website quickly using WordPress
- How to publish your first content (a blog post or article
-)Going through the complete process of building a WordPress site
- Adding some extra functionality.

Methodology: An online step-by-step course and instructions. Learning by doing method - course participants are advised to follow the instructions step by step and create their own website in parallel.

Necessary materials/resources: Computer with internet connection
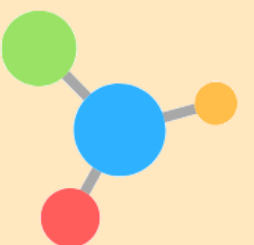
STILL ACTIVE 60+

📍 Poland

Objectives of the Training

- Encourage seniors to use of technological solutions and information and communications technologies in everyday life
- Improve the ability of seniors to use computers and not be afraid of them

COURSE DURATION

🕐 Different courses2-3 hours each

TARGET GROUP

👥 60+

Objectives of the Training

- Acquire and improve the digital skills of people 60+ Introduce participants to various e-services and communication platforms Promote active aging
- This is a series of training courses and workshops in the field of digital literacy

Description of the practice: During the training senior citizens could learn about the functionality of ICT devices, such as a computer, laptop, smartphone, tablet or even a regular mobile phone, and overcome barriers ranging from basic to more advanced technologies, such as operating software and the Internet. Thanks to the workshops on e-services (Messengers, Senior on e-shopping, Digital photo processing), seniors got used to shopping online, using social media, and were able to explore the secrets of digital photography. Additionally, integration activities were implemented as well during the workshop.

Exercises: Practical exercises (with support of the trainer if necessary) - the participants could try out and operate the devices on their own.

Methodology: The form and methodology of ICT courses for seniors were prepared with taking into account the needs and ICT abilities of people from this target group. To involve persons 60+ to deal actively with digital tools is sometimes not so easy. The idea and solution is to convince them that ICT, media, Internet can be useful in many practical aspects of people life and then encourage them to use all those media effectively. Also, the learning environment is very important for this group of learners and must be physically and psychologically comfortable.

Necessary materials/resources: Room with internet connection, Laptops, smartphones/mobile phones, tablets and Computer laboratory and suitable software

Impact: Participants have acquired the skills to use the opportunities offered by the digital world – they broadened their digital literacy, gained knowledge and skills as digital communication, internet security and safe behavior in the internet environment. This courses strengthen the position of older people in technological skills, increased their ability to exploit new technology and prevented social or digital exclusion.
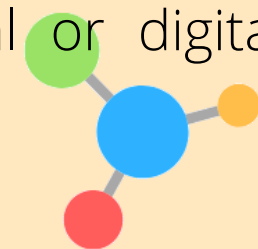
KAFFEE DIGITAL

📍 Austria

Objectives of the Training

- Free introductory courses for senior citizens for their first steps in the digital world.
- The initiative has set itself the goal of improving the digital skills of women and men in Austria and especially of senior citizens. The workshop should enable them to enter the digital world with smartphones, tablets and computers.

COURSE DURATION

🕐 2 hours

TARGET GROUP

👥 60+

Objectives of the Training

- The workshop shows the participants how to communicate and interact with the environment using smartphones, tablets and computers and also introduces them a website where six online information modules and documents can be found about how e-services work or how digital content can be created.

Description of the practice: Senior citizens can participate in a two-hour workshop under professional guidance and in a relaxed atmosphere first steps with into the digital world. Specially trained employees clarify specific requirements and needs in an in-depth consultation wishes and support the target group with the setup and installation of important apps.

Exercises: "Learning by doing" - The participants can try out as much as possible themselves and operate the devices on their own.

Methodology: All training offers will be tailored to the target groups on the basis of the European reference framework DigComp, as a uniform reference system for the assessment and improvement of the transparency of digital competences of the Austrian population. This ensures that knowledge offerings and training contents for the teaching of digital skills are uniformly based on the European framework definitions, while at the same time guaranteeing the transparent proof of digital competences.

Necessary materials/resources: room with internet connection enough light and electric sockets Smartphone carefree package which includes a smartphone, protection foil, support in case of repair and an individual introduction.

Impact: To discover and actively use the possibilities of the mobile internet and to communicate in a modern way. To be able to participate in social life in the digital age, senior citizens will gain the digital competence - whether to stay in contact with acquaintances, family and friends or to carry out everyday tasks in a self-determined manner.
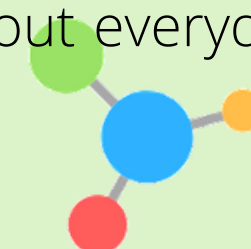
SOCIAL MEDIA FOR BEGINNERS

Austria

Objectives of the Training

- Main aim of the workshop is to help participants to find out what the most common platforms are and how they can get in touch with their grandchildren.

COURSE DURATION

🕐 2 hours (weekly)

TARGET GROUP

👥 50+

Description of the practice: One of the workshops is going to deal with usage of "WhatApp" application, which performances it offers, how text and voice messages can be sent, how to make voice and video calls, and share images, documents, user locations, and other media.

Exercises: "Learning by doing" - The participants can try out as much as possible themselves and operate the devices on their own. After the workshop has been finished, they are asked to exercise in smaller groups, exchange data and record voice messages, in order to get a real, practical experience

Methodology: Power Point Presentation with all the instructions has been prepared in advance in a form of tutorial, with subtitles in case that some of the participants has hearing impairment. After each step in the tutorial, for example after being showed how to download the WhatsApp application, participants are encouraged to repeat the action, with the assistance of the facilitator. Useful links and websites are also being introduces which the participants can visit, whenever they need repetition or have some ambiguities.

Necessary materials/resources: Computer, Laptop, Tablet or Smart Phone
Internet Connection and
Beamer for presentation

Impact: Enabling participants to broaden their digital literacy, gain knowledge and skills about digital communication, safety and worldwide interaction

DIGITAL DAYS WITH TECHNOLOGY TRENDS FOR SENIORS

Austria

Objectives of the Training

- To present the latest technologies and trends to the seniors as well to present and discuss the digitisation of the city of Vienna together with the urban community of IT, technology and business, as well as with the citizens of the city.

COURSE DURATION

2 days

TARGET GROUP

50+

Impact

- Bringing new technological innovations close, opening door for new innovations and cooperation, enlarging potential of senior's participation in digitalisation processes and enabling them to be competitive on the labour market and increase their potentials for the future businesses

Description of the practice: The theme of this year's event is "New technologies and talents". In the exhibition area - called "Talent Street" - the latest technologies will be presented to attack and try out. At 65 stations, visitors can expect to see, for example, the construction and programming of robots or show homes with technology trends for older people, such as fall sensors. Virtual reality can also be tested here. In addition, there will be panel discussions by experts from IT, medicine, technology or business. For example, topics such as the workplace of the future or smart health, i.e. devices and technologies that contribute to health, will be discussed

Exercises: Trying and getting familiar with all the new devices, VR technology, and new technological trends in general. Participants are allowed to test them and also get into interactive podium discussions with other participants and experts

Methodology: 65+ TalentStreet stations; Around 780 pupils on TalentStreet.
18 programme items on two stages
90+ panelists 120+ participating companies.
First award of the Hedy Lamarr
Prize of the City of Vienna Workshops in Silent Conference format

Necessary materials/resources:
Room big enough to carry out this type of event
Enough light and electric sockets
Diverse devices
Beamers for presentation
A few stages Flyers

DIGI TEACHERS/DIGI PARENTS

Latvia

Objectives of the Training

- To enhance teachers' skills in working with online documents
- To improve skills in preparing study materials for work in class
- To learn the skills to use online digital tools in class
- To improve parents' skills of using the electronic journal and student learning platform

COURSE DURATION

🕐 3-5 hours

TARGET GROUP

all ages - teachers and parents

Description of the practice: Organized workshops with hands-on activities for teachers and parents. Practical examples are given by the trainers, in multiple sessions participants learn to create and use online documents, use online tools and computer software to cut video materials to use in lessons.

Exercises: After short introduction by the trainers, participants learn individually by doing. Bullet points are supplied to help guide the participants. Trainers give support, when needed. Participants are encouraged to learn in groups and pairs.

Methodology:
1. Ice breaking activities
2. Theory and bullet points supplied by the trainers
3. Practical group work and individual work
Necessary materials/resources:
Computers with internet connection
Projector
Video editing software

Impact: Feedback is being developed where teachers and parents recognize that the skills acquired are useful for work and everyday life Parents are more aware of their children's schooling Teachers can organize a more interesting and qualitative learning process

ZOOM PLATFORM FOR EDUCATORS

Latvia

Objectives of the Training

- Workshop to enhance teachers' skills in working with Zoom platform

COURSE DURATION

🕐 5 sessions

TARGET GROUP

👥 teachers

Description of the practice:

Teachers try out the opportunities offered by the platform Zoom – creating a scheduled meeting, adding participants and connecting with each other.

Exercises:

Teachers learn using a hands-on approach. Bullet points are supplied to help guide the participants. Trainers give support, when needed. Participants are encouraged to learn in groups and pairs, helping and teaching each other. Participants learn basics, such as signing in, creating an online meeting, sending an invitation, as well as more advanced tasks necessary for quality lessons, such as screen sharing and break-out rooms.

Methodology:

Theory and bullet points supplied by the trainers
Practical individual work

Necessary materials/resources:

Computers and mobile phones with internet connection
Projector

Impact:

Teachers are able to comfortably use a necessary platform for a qualitative learning process. The learning process for students improves as online lessons are more effective.
Raises participants' self-confidence and increases modern lesson management skills.

COMMUNICATION IS KEY

Latvia

Objectives of the Training

- Introduce participants to various communication platforms
- Encourage seniors to use information and communications technologies in their daily lives
- Simplify ordinary tasks, for example – receiving invoices via e-mail, not by post
- Give participants a hands-on experience in using communication platforms

COURSE DURATION

🕐 1 lesson per topic

TARGET GROUP

👥 seniors

Impact

- Participants learn basics of internet and social media safety.
- Participants can easily and more frequently connect to their families and friends abroad without any additional costs.
- Seniors are more confident and are able to look for a job

Description of the practice: Participants are introduced to various communication platforms, like Skype, e-mail, social media platforms Facebook and draugiem.lv (Latvian social media). Participants are encouraged to try using all of the platforms, but can choose ones that best suit their individual needs.

Exercises: Participants create their e-mail addresses, if they don't have any. Participants try using different options on the e-mail platform – sending and receiving messages from each other, sending attachments. Participants try using social media in a simple way – first creating an account, finding their family members and friends, share posts. Trainers discuss basic internet safety guidelines with participants. Participants use communication platforms, creating an account, learning basics and trying hands-on experience – for example, using Skype or Whatsapp to call each other.

Methodology:
Ice breaking activities
Theory and bullet points supplied by the trainers
Practical group work and individual work

Necessary materials/resources:
Computers, phones and tablets with internet connection
Projector

Impact: Seniors are introduced to information and communication technologies and platforms in a simple and fun way. Participants understand which platforms will be most useful in their everyday lives. Participants are comfortable using an e-mail, making their everyday tasks easier.
.

MESSAGING APPS: WHATSAPP

Spain

Objectives of the Training

- To bring new technologies to the elderly and their use: WhatsApp messaging application.

COURSE DURATION

🕐 4 hours

TARGET GROUP

👥 55+

Objectives of the Training

- To understand what individual and group chats are.
- To make phone calls and video calls.
- To learn how to send and receive photos, videos and audios.

Description of the practice: The City Council of Barcelona offers this basic course: What is an instant messaging application? Learn about the apps everyone is talking about, save on SMS costs, and learn how to send messages, photos, audios, and the most common file types used by your contacts. Want to talk to someone who lives far away? It also learns to make calls and video calls over the internet and saves on the costs of international calls

Agenda: What is a chat? Differences with SMS: advantages and disadvantages - Add and manage contacts - Explanation of the usual elements of the screen - Settings: account, privacy, profile, notifications - Data consumption - Manage multimedia content (videos, photos, gifts) to free up space - Attached to chat: photos, contacts, location, - Calls and video calls

Methodology: Autonomous, group learning and receiving support from the training center
Practical approach

Necessary materials/resources: The training centre facilitates during the course:
Meeting and work space
Technical equipment: the own mobile

Impact: Interacting with other people through WhatsApp (chat, calls, video calls) and understanding this digital media has become a necessity today. Sharing data, information and digital content with others through this application allows users to gain freedom and autonomy. Increasing knowledge about this application and other complementary ones to improve the performance and use we make of it is a key aspect in the technological world in which we live.

SENIORLAB

Spain

Objectives of the Training

- Explore the possibilities of development of the innovation capacities of over 55 years.
- Demonstrate that older people have innovation capacities Develop projects using new technologies.
- Acquire digital skills
- Enhance memory, creativity, motivation etc.
- Promote active and dignified aging.

COURSE DURATION

🕐 4 months

TARGET GROUP

👥 55+

Objectives of the Training

- Acquire digital skills
- Enhance memory, creativity, motivation etc.
- Promote active and dignified aging.

Description of the practice: SeniorLab is an initiative of Citilab, the i2cat Foundation, the University of Barcelona and the University of the Elderly of Cornellà, which seeks to explore the possibilities of developing innovation capacities for those over 55.

Based on the assumption that older people can make an innovative contribution to the design and construction of the knowledge society and the digital society, SeniorLab members develop group projects by contributing their experience, memory, effort, enthusiasm and vitality.

Technology is the main thread of a process of creating social-themed projects. Thus, SeniorLab members use ICT to create rich, useful work that they propose and that are the essence of the community.

Methodology:
- Autonomous,
- Group learning and receiving support from the training centre
- Practical approach to ICT

Necessary Materials:
- The training centre facilitates during the course: Meeting and work space
- Technical equipment: computers, tablets, cameras etc.
- More than 50 programs, tools and applications to devise, design and develop projects

Impact: The contribution of the memory and experience of the elderly to society as a whole is a natural goal of any community; and to do so with the use of technologies and making it easier for them to be excluded is the SeniorLab's goal. In this way, the community of older people in Cornellà can make significant contributions through ICT, and also improve the self-image of this community.

Seniorlab's contribution has been focused on building a digital toolkit for seniors, an innovative approach that has been overlooked so far. This enhances the skills in digital technologies, which are considered a prerequisite for active citizenship and the social connection of the elderly.
Seniors work on projects, primarily on historical and local issues.

This activity adds to the trips to the territory and the search for information both through the Internet and in the participation of talks on topics related to its objectives. The work carried out has contributed to the Seniorlab project, contributing research, knowledge and dissemination, perfecting the work model per project and empowering the senior group from a social and technological point of view. We can say that the Seniorlab project helps participating citizens break their perceptions of loneliness, increasing their understanding of the need for active aging and increasing the degree of self-esteem when participating in a social project that develops in an environment such as the Citilab

¡SOC BLOGGER!

Spain

Objectives of the Training

- This is a citizen journalism program that trains older people in Barcelona to boost their talents and skills as a journalists and volunteer photographers on municipal social networks.

- The main objective is to reduce the digital divide and train participants to actively participate in the most important social network today: Facebook.

COURSE DURATION

🕐 4 weeks

TARGET GROUP

👥 65+

Objectives of the Training

- They will also learn journalistic techniques to create interesting content, explain stories of the city and offer useful resources for the elderly people of the city, since the final objective of the project is for the elderly people of Barcelona to create through journalistic pieces. , content for the blog of the website of the elderly and municipal social networks

Description of the practice: This program is born with three very specific objectives: increase citizen participation, improve and increase the promotion of the elderly and reduce the digital divide. To achieve these goals, senior volunteers who participate in this program will receive digital training and journalism, since the ultimate purpose of the service is to promote the elderly in Barcelona to actively participate in municipal social networks dedicated to this group (mainly Facebook), as well as on the municipal website of the Elderly writing for the community of more than 65 years in Barcelona. Likewise, the participants will create content that is interesting and kind to the older group (they can, for example, explain how they live in the city and how to take advantage of the offer of services for the elderly in Barcelona). All this always from the special perspective of the same group of participants of the program: the elderly.

Methodology: Face-to-face training in the field of journalism and social networks weekly. Opening a Facebook page where the content created by the elderly and other topics of interest are hung.

Necessary materials/resources: Presentation in the form of a printout, the booklet containing the basic forms of the program and a brief description of their completion. Workshop took place in computer laboratory with Internet connection

Impact: Older people will use their talents and skills as reporters, journalists or photographers who volunteer in social networks, to create content that is related to them and generate stories in the first person about how people live in Barcelona In all, the program's focus is based on the special perspective of the elderly, the users of the service themselves

BRAIN JOGGING PROGRAMME

📍 Czech Republic

Objectives of the Training

- Acquire and improve the digital skills of senior citizens
- Improve the ability of seniors to use computers and not be afraid of them
- Improve memory, creativity, motivation through games Promote active and dignified aging

COURSE DURATION

🕐 5 weeks

TARGET GROUP

👥 55+

Description of the practice: The Brain Jogging program is a computer program primarily intended for long-term memory training and monitoring of training results. The program helps stimulate all 5 cognitive functions and has 4 different exercises for each.

When teaching people in senior age, it also significantly helps to better master the ability to work with a computer. Most exercises are initially demanding on the art of working with a computer mouse. By mastering this type of exercise, students gain a better ability to control the computer. The program (selected exercises) is therefore sometimes used in courses on working on a PC, where the first, thanks to its use, there is a significant progression in complete or eternal beginners.

Methodology:
- Practical approach to ICT
- Active learning method
- Prevention of fatigue, support of concentration and attention

Necessary materials/resources: BrainJogging Happy Neuron Programme installed on computers for training. An Internet connection is not required to work with BrainJogging Programme.

Impact: The contribution of the organization Právě teď! o.p.s. was focused on the use of a support program that helps build digital competencies of seniors.

This is an innovative approach, the results of which have not yet been fully exploited. The fact that seniors are educated both in computer work and at the same time train their memory helps to improve their self-confidence and better orientation in a rapidly changing world.

As part of courses on working on a PC, seniors also give lectures on Internet security and safe behavior in the Internet environment. Overall, this helps to improve the social perception of seniors in modern technology.
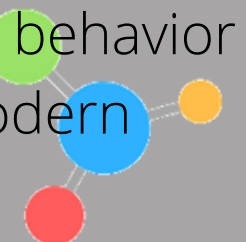
CYBER SECURITY AS A PART OF DIGITAL EDUCATION

📍 Czech Republic

Objectives of the Training

- Acquire and improve the digital skills of people over 55 and alert them to the dangers of using the Internet
- Improve their ability to use technology and help identify potential threats
- Explanation of basic concepts of cyber security (malware, spam, https protocol, etc.)

COURSE DURATION

🕐 multiple 1-2 hour sessions

TARGET GROUP

👥 55+

Description of the practice: The series of specialized lectures on the topic of cyber security begins with the definition of terms that participants will encounter during the lectures. The following are specific examples and demonstrations of threats, an explanation of how best to defend yourself. Emphasis is placed on the topics of preventive protection (eg anti-virus protection, use of verified websites, etc.). If there is time and space, concepts related to internet banking, online payments, credit cards and online shopping are also explained. The extended series of lectures also includes topics such as disinformation, fake news, hoax, etc.

Methodology:
- Practical approach to ICT
- Active method of learning on examples from everyday practice
- Prevention and information as a basis

Necessary materials/resources:
- Power point presentation,
- samples from everyday practices,
- on-line live samples

Impact: The goal of the program is to strengthen the knowledge of older people in the field of computer security. Further increase their ability and competence to use modern technology as safely as possible. Organization contribution Právě teď! o.p.s. was focused on the use of a support program that helps build digital competencies of seniors. Thanks to the combination of topics and the ability of lecturers to go into detail, this is an innovative approach to educating older people.. 100% cyber security can not be ensured, so prevention in this area is necessary and required.
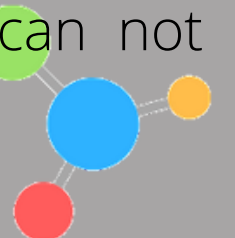
ZOOM: NEW DIGITAL LEARNING OPPORTUNITY

📍 Czech Republic

Objectives of the Training

- Improving the digital skills of people over 55 -
- Improving the ability to use state of the art technology
- Education on how to use, rules of use, etc.

COURSE DURATION

🕐 5 weeks

TARGET GROUP

👥 55+

- In each activity, it is necessary to emphasize a short training on how to use the platform properly and in general on how to behave safely on the Internet. Seniors are discovering more and more these days and are not always aware of the potential threats they may be waiting for on the internet. contribution of the organization Právě teď! o.p.s. was focused on the use of a support program that helps build digital competencies of seniors.

Description of the practice: The year 2020 made changes in communication and ways of education and significantly accelerated the use of modern technology in these areas. The ban on joint activities and contact with people was not avoided even by seniors, so the most modern technologies had to enter here as well. Their usefulness manifested itself both in communication with seniors and subsequently in the education of seniors. However, the use of the Zoom platform was not possible without (telephone) technical support and without the creation of special instructional videos. After seniors learned to connect to Zoom, they began to actively use it in their privacy. Thanks to sufficient expansion among seniors, we can currently use this platform not only for joint meetings, but also for lectures (geocaching, healthy nutrition, etc.), courses (language, critical thinking and orientation, genealogy), but also for health exercises.

Methodology:
- Learn how to connect in and how to use
- Technical support
- Creation of instructional videos
- Regular instructions for safe use

Necessary materials/resources: Computer/tablet with internet connection, application download Technical support and/or instructional videos

Impact: The goal of online programs is primarily to replace missing social contacts. At the same time, it is a unique opportunity to strengthen the knowledge and competencies of older people in the use of modern technologies.
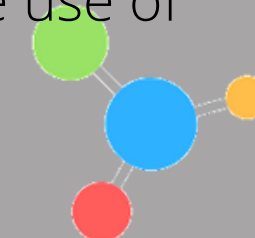
THE PROJECT TEAM

CONTANT INFORMATION

Fundacja Edukacja i Media:
grazyna.krol@netedukacja.com

Vienna Association of Education Volunteers:
info@vaev.at

Právě teď! o.p.s.
cepova@prave-ted-ops.cz

M&M Profuture Training, S.L.
mmoreno@mmprofuture.com

Biedrība "KapNes"
aneteziepniece@gmail.com