



Enhancing the  
Social and Digital  
Participation of  
Older People



# The Dutch experience

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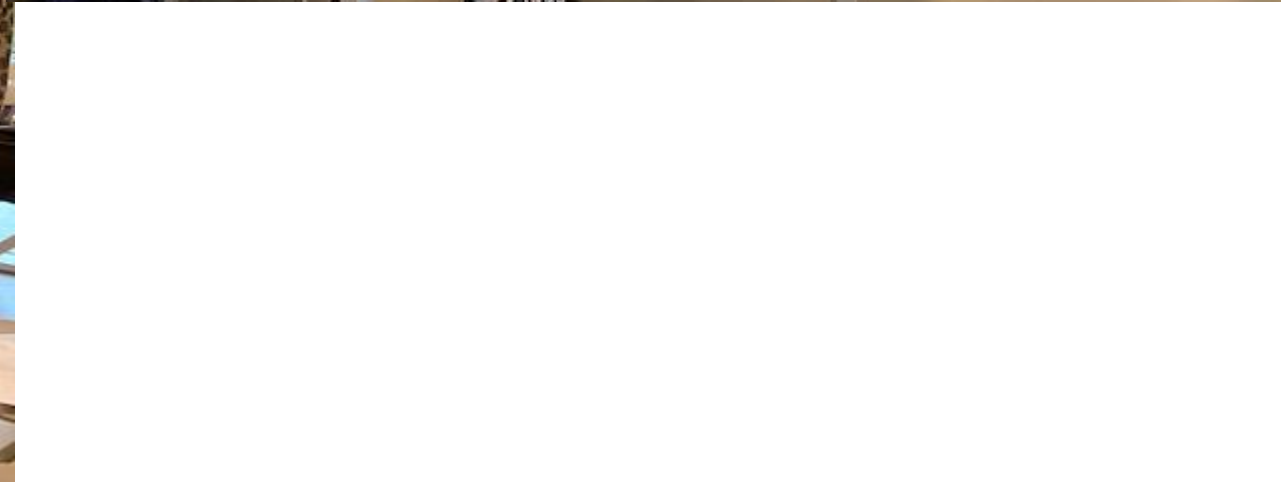


- Coordinator ISIS Sozialforschung Frankfurt, Senior's initiative Kaunas, queraum Vienna, Lunaria Rome, AFEdeMy Gouda
- September 2020-August 2022
- Promote social and digital participation by older adults
- Bridge the Gap! wants to support and train older people to explore, analyse and (re-)shape their neighbourhoods with the help of digital tools

# Facts Bridge the Gap! trainings

- Three groups:
  - Library Leyweg The Hague – 10 people
  - Library Spui The Hague – 9 people
  - Office AFEdeMy Gouda – 5 people
- Age varied from 64-85
- Backgrounds
- Digital skills self-assessment
- People brought their own smartphone or tablet







# Workshop methodology – “Go with the flow”

- Workshop 1: inventory skills and interests AFE flower
- Workshop 2-6:
  - Chosen themes: outdoor spaces, mobility, public information, care and technology, social participation.
  - Guest speaker a few times, visit to iZi house and Technotheek
  - Discussion on the homework and the challenges participants met with digital skills
  - Android and iOS support
  - Discussion on the importance of the theme for themselves and other older people, looking on the own devices for answers, solving issues and finding solutions

# Digital skills learning issues

- Connect to WIFI
- Cloud
- Downloading apps
- Cookies
- QR Codes/Green Pass
- Pictures
- Using a search engine
- Using microphone
- Social media
- Hardware
- Smart home technology
- Data storage
- Privacy



# Quotes: I have learned....

.... to search for websites and to get information from it

.... to download apps, such as CoronaCheck App

.... to work with my digital identification number

.... not to be afraid to go digital

.... to use my phone



# Conclusions BtG! trainings

- Social and digital participation is a highly relevant theme among older adults
- Much demand after this kind of trainings
- Already a follow-up started: analphabetic people learn to use the speak functionality on the device and reading-out-loud function of websites
- Digital accessibility is utmost important