MY E-PAL FOSTERING DIGITAL VOLUNTEERISM IN THE ELDERLY

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Community Supporter's Handbook

Aims and Objectives

Many people have embraced the convenience of digital technologies such as online shopping, digital payments, and telemedicine. However, many elderlies without a graspof the latest knowledge are at risk of being left behind. Basic human rights become increasingly difficult to secure in this digital era on behalf of the elderly population, such as independence, participation, security and dignity, as life spans increase and societies age.

As a result, this Handbook aims to improve elders' IT skills in a lifelong-learning perspective to confront digital exclusion in our nowadays society. This will be achieved by the series of Modules developed and addressed to the young volunteers. Through the training, we will ensure the development of the necessary skillsfor young volunteers who engage with elder people to prevent their exclusion and help them understand how to reinforce their social inclusion through digital resources.









✓ Improving the availability of high-quality learning opportunities for adults.

According to the European Agenda for Adult Education emphasis, is being given in increasing the awareness among people that adult education is an important factor in upgrading the personal profiles and skills of individuals. All these above are in accordance with the activity, since one of its major priorities is to enhance the skills of both the professionals volunteers involved and, subsequently, the end-users, through a high-quality multidisciplinary training, mostly based on the principles of non-formal education with an experiential perspective.

✓ Meliorate the professional skills and competences of young volunteers and provide young people with the opportunity to become active in the community and engage with vulnerable and excluded groups.

The tool and methodology constructed under this project will be available to everyone who's interested in working efficiently with seniors and who would like to warrant an environment of inclusion in a period that, due to the pandemic, where seniors have been through a rough time and have been excluded from various activities. The final productof the project will facilitate the mission of young volunteers and professionals and contribute to the smooth cohabitation with the elderly.

Upgrade the portfolios of education institutions, via the use of innovative digital training material that cover all aspects of life.







This activity will enhance the melioration the lives of the enderly people by assisting those using new technologies via a specifically designed holistic educational program, based on their needs and learning requirements.

Target Groups

- 1. Young volunteers and professionals in the field of youth, 18-30 years old, who will be trained on the Modules, in order to facilitate and supervise the national piloting sessions with the seniors. The young volunteers that will lead the interventions, will enrich the educational briefcases with innovative resources and practices that they could use in order to facilitate their collaboration with their end-users. Finally, professionals will have the opportunity to interact with other professionals and expand their network.
- 2. This activity is expected to benefit **seniors** from the innovative psychosocial activities, creative IT tools, methodologies, good practices and digital material. The improved learning experience of the elderly will constitute their more positive well-being status, lower levels of anxiety, fewer depressive episodes, social inclusion and active citizenship, better ICT skills, and mostly importantly, a sense of being respected, heard and not stigmatized or excluded from today's societies. Because of these, senior adults will also increase their self-awareness and self-empowerment since they will learn new methodologies and techniques that can be successfully applied to their daily requirements.









MODULE 1

Introduction: An overview of the specific learning requirements and educational needs of senior adults

Activity 1

1. DESCRIPTION OF ACTIVITY

Title: Introduction and Ice Breaker

Duration: 1h - 1h 30m

Material Needed:

- Chairs
- A tennis ball or any small ball

The aim of this activity is to let everyone introduce themselves so they will get to know each other. This will be achieved by throwing a ball to each other randomly. The person who has the ball should introduce themselves and then throw it to somebody else.

Description:

Step 1: Make a circle with chairs. Each person should be sitting next to another person randomly.

Step 2: The trainer should start by introducing themselves, the goals of the project and what is the purpose of holding the ball on their hand. The trainer should then throw the ball to one of the participants and start with the introduction.







Step 3: Every participant has to say their name, where they live, if they work, what hobbies they have and what are their needs | expectations from the project.

Step 4: Proceed with explaining the different types of computers:

DESKTOP

Typically, a desktop computer comes as a collection of individual parts. It consists of the computer box itself, a monitor [sometimes known as a computer screen], a mouse, and a keyboard [called a tower].

Many -all-in-one- desktop computers from more recent generations combine the computer box and display into a single device with a separate keyboard. It depends on a power cord connected to the primary power source.

TABLET

The term [tablet computer] refers to a thin, cordless, and transportable personal computer featuring a touchscreen. The tablet is typically larger than a smartphone but smaller than a notebook computer.

Since cellphones can connect to the Internet, the majority of people utilize them as portable personal computers.

Some tablets also have a rear camera, allowing for the capture of images and videos. Additionally, it contains a battery with a long life and a charging cord for plugging directly into a power source.

SMARTPHONE

A smartphone is a cell phone with features similar to those of a desktop computer. They have touchscreen displays and cameras for taking











LAPTOP

A laptop computer, also known as a notebook, is a single box that opens like a clamshell, with the monitor on top and keyboard and mouse below.

Laptops are convenient in that they are portable and in addition to a power cable it also uses battery power, which can last for several hours.

2. OBJECTIVES OF THE ACTIVITY

- 1. Familiarize with each other and with the trainer
- 2. Identify similarities on the participants' needs and expectations
- 3. Define the different types of computer devices

3. TIPS AND RECOMMENDATIONS FOR TRAINERS

- During this activity the trainers should be encouraging the process and try to help the people as it can be tough and uncomfortable to speak for yourself in front of people you don! t know.
- Using humor is a good way to break the ice and help participants feel more comfortable and confident about themselves.

Activity 2

1. DESCRIPTION OF ACTIVITY

Title: Biography of social media

<u>Duration</u>: 1h 30m

Material Needed:

- Chairs, and tables set up for working in groups
- Ray number as timeline on a pin board, on the floor with crepe







paper, on a whiteboard, etc.

- You can write down various media concepts on cards.
- Documents that go with the media cards Imagnets, pins, adhesive strips, etc.

The biography of social media is a good way to introduce yourself and get to know someone. It offers a chance for dialogue regarding media usage between people and groups. Additionally, it increases awareness of various media attributes to values and traits.

<u>Description</u>:

- 1. Each participant selects a card from the media card pile and pins it to the timeline next to a particular question.
- 2. Possible inquiries include:
 - What media did you enjoy as a kid?
 - Which medium do you now utilize the mostyleast?
 - Which media do you anticipate using the most going forward?
- 3. The group should then debate the image on the timeline:
 - What you see surprises you, right?
 - Why has media's significance evolved throughout time?
 - What makes this media unique in your opinion?

2. OBJECTIVES OF THE ACTIVITY

- 1. Participants in the 'biography of soci<mark>al me</mark>dia' discuss their usage of media in the present, in the past, and or in the future. This helps individuals recognize the part that media has had in their life across various stages
- 2. A group's differences and similarities can be found and addressed in this way.

3. TIPS AND RECOMMENDATIONS FOR TRAINERS







As an alternative, you can create cards with various social media platforms in place of media cards for the | biography of social media| or vice versa. Here, at https://moodle.project-amedy.eu|mod|folder|view.php?id|387, you can find printed templates.





MODULE 2

Communication and information: Basic digital skills

Activity 1

1. DESCRIPTION OF THE ACTIVITY

Title: Familiarize with Computer Hardware

Duration: 1h

<u>Material</u> Needed: This lesson can be done either by using computers when possible or through presentations including images.

<u>Description</u>: The aim of this <u>activity is</u> to <u>show to</u> the participants the basic parts of a computer and explain how to use each of them.

Step 1: Show them the button that turns on off the computer.

Step 2: Show them the function of the mouse and the keyboard. Try to explain in as much detail as possible the purpose of those two tools.

Step 3: After they switch on the computer, explain to them what the desktop is and what they can find there files, search engines etc.

- Begin by explaining the home screen, shortcuts, how to open one double-click or right-click OPEN-
- Proceed with some basic knowledge like how to create folders and new files in general.

Step 4: Show them what they have to do to switch off the computer properly without losing any files or corrupting the system closing every application, then clicking Shut Down properly without forcing it etc. Step 5: Give some time for questions answers and try to answer everything by showing it in practice.







Step 6: Continue with

"What Can You Do With a Computer That is Useful?"

After brainstorming with them, present them the following examples:

- Perusing the web
- Send emails
- Control your money
- Gaming Playing videogames
- Movies to download and watch
- Playing music
- Keep in touch with friends and family by using Skype or social media platforms like Facebook to conduct voice and video calls.
- Exchange of photo albums
- Purchasing online
- Your own video and photo editing
- Compose letters and e-mails

Step 7: Now it is their turn to try. Give some time for the participants to experiment with turning on the PC. In case there is no computer, the trainers can have a printed exercise in which the participants need to put sentences into the correct sequence -pressing the power button - entering my password etc.

2. OBJECTIVES OF THE ACTIVITY

- 1. Learn how to use a computer and computer peripherals
- 2. Learn the basic functionalities of a computer
- 3. Get familiar with the purpose of the desktop and each peripheral tool

3. TIPS AND RECOMMENDATIONS FOR TRAINERS

The trainers should be very specific and explain every step. Most seniors will be uncomfortable with computers and will need lots of patience to get trained.

As always, pause the session and ask for any questions to proceed.

We strongly recommend that you use more than 1 computer to apply







everything in practice. This will also allow then which is really important for this activity.



Activity 2

1. DESCRIPTION OF THE ACTIVITY

Title: Introduction to On-line Banking, Web-banking, e-banking

Duration: 1h

Material Needed: laptop, mobile phone or any device that has access to the internet

Description:

The participants will be trained through an interactive way in the following steps:

- check their bank balance at any time
- pay their bills and transfer money to other accounts
- check their linked mortgages, loans, savings accounts or ISAs
- check their bank statements and go paperless [stop getting paper bills sent to you]
- check on any investments they might have that are linked to their account.
- Enrolling on online banking
 https://www.youtube.com/watch?v/2zikekv-90U
- Check their statement often and report any unusual activity to their bank.
- Don't reply to emails that claim to be from their bank that ask for personal details or passwords.







- Always remember to log out of their online banking session.
 Only use secure wi-fi connections to access their bank account.
- Keep their operating system and anti-virus software up to date.
- Choose their password carefully create it by combining three random words and don't re-use the same one for different accounts

The steps described below will be achieved through the following procedure:

- The trainer will share with a projector his her screen using any kind of device that has access to the internet.
- Then they will show to the participants attending through the projector how the steps described below could be implemented one by one.
- After each step is presented by the trainer, each senior participant
 will be asked to follow the same procedure either in their own device
 -if provided- or in the trainer's device showing to the other
 participants the implementation steps.
- If not, all participants have a device that has access to the internet, they could try on the trainer's device.
- This procedure shou<mark>ld be followed for all t</mark>he goals set above.

2. OBJECTIVES OF THE ACTIVITY

- 1. The objective is to provide a complete introduction to the possibility for the elderly to use online banking apps.
- 2. The outcome will be to provide the participant with a paperback material since it will be complicated for them to remember the whole of this technical information. They will be granted a material handbook with guidelines to renew to connect to this platform and do their operations.

3. TIPS AND RECOMMENDATIONS FOR TRAINERS







Make sure you provide a printed flyer with the information or you leave the possibility to the participants to take notes so that they keep track of what was done and can repeat the procedure on their own.

Evaluation Questionnaires including questions for both youth and elderly:

- What do you think about the Activities included in the Workshop?
- Did the activities match your expectations? Why?
- Is there something that you would change in terms of activities: contents?
- Which aspects of the training did you consider the most positive and the most negative? Please explain your answer.
- Additional Comments General Feedback:
- Do you have any further comments?

Activity 3

1. DESCRIPTION OF THE ACTIVITY

<u>Title: How to Use a Search Engine and Social Applications</u>

Duration: 1h

Material Needed: This lesson needs to be done with at least 1 computer, mobile or tablet available. Also, the trainer will need at least 15 pieces of paper with different topics written on them such as exercise, news, music, translate, etc.

<u>Description</u>: The goal of this activity is to show to people how to use a search engine to find information for things of their interest and how to use social media applications to stay engaged.

Step 1: Switch on the computer the way taught in Module 2

Step 2: On the desktop find the search engine by the name "Google"

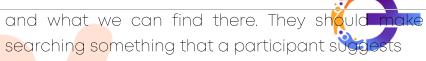
Step 3: Click on it

Step 4: The trainer here should explain to the participants what "Google" is











Step 5: Type something of their interest and then show them how to identify different search results

Step 6: Show them how they can turn back and keep on searching

Step 7: Choose along with the participants the most famous social application.

Step 8: Show them how to search this social application.

Step 9: Show them how to create an account.

Step 10: Show them how to navigate through this app.

Step 11: Show them how to communicate through this app.

Step 12: Ask about questions and explain everything using examples in practice if possible

Step 13: The trainer should then proceed and distribute the pieces of paper randomly to the participants. Each participant is required to find information regarding their topic using a search engine of their choice through the computer

2. OBJECTIVES OF THE ACTIVITY

- 1. Learn how to use a search engine
- 2. Learn how to navi<mark>gate on a Social Me</mark>dia Application
- 3. Learn how to enter any page of interest
- 4. Learn how to identify search results that might be of use
- 5. Learn how to use Social Media Applications to communicate with others

3. TIPS AND RECOMMENDATIONS FOR TRAINERS

- We strongly recommend that you use more than 1 computer to apply everything in practice and to save some time when everyone needs to search on the web
- This is the final Activity for Module 2 and is the time where we should let participants experiment with browsing the internet and exploring its features.
- The trainer should encourage the participants to search for many







different things and to be available answering q criticizing.



 Google will be used as an example since it is the most common Search Engine but other search engines such as Bing or Yahoo should be mentioned









MODULE 3

Health and well-being

Activity 1

1. DESCRIPTION OF THE ACTIVITY

<u>Title:</u> What is well-being and why is it important for you?

<u>Duration</u>: 1h 30m

<u>Material Needed:</u> Ppt p<mark>resent</mark>ation, projector

<u>Description</u>: The aim of the activity is to raise seniors' awareness concerning the benefits of well-being, the different dimensions of it and suggest different ways of achieving it

Step 1: Before sharing the presentation, the trainer could ask the participants what factors they think that affect their quality of life and well-being. The trainer can note the factors and create clusters like Social Isolation, Health Issues, etc. Then, the participants will be advised to prioritize the clusters in terms of severity regarding their influence on their well-being. e.g. Health issues affect their well-being more than Social Isolation in order for the trainer to give more emphasis on the clusters that were ranked higher than others.

Step 2: Continue by presenting them the different dimensions of a wholeperson approach to wellbeing:

 Explain to them that the physical wellbeing: goes beyond simply being free from disease or illness. It involves engaging in physical activity and consuming wholesome diet.







- Then, move on with presenting them the emotional well being: Being emotionally healthy refers to having the capacity to carry out daily tasks and contribute to society. Healthy relationships with one society, friends, and the larger community are necessary.
- Finally, present them the spiritual well-being definition, meaning the ability to experience meaning and purpose in life through your connections with others, yourself, art, music, nature, or a power higher than yourself is the definition of spiritual wellbeing. Being in harmony with one's conception of God and the cosmos is what being of a certain faith is for people who practice it.

Step 3: Continue with presenting them the benefits of joining a senior wellness program:

- Start with the following introduction: Research on healthy aging continues to demonstrate that older persons who make wellness a daily habit reap considerable physical and mental health advantages. They are also surviving longer than their colleagues who are not active. Senior wellness programs are growing in popularity among older populations as a result.
- The elderly population might gain from a variety of advantages from senior wellness programs. They offer chances that make it simple for elders to take charge of their health. Senior wellness programs are starting to be included in many Medicare health plans, and for good reason.

Step 4: Proceed with presenting the main advantages of joining a senior wellness program:

Boosts Physical Activity
 Physical activity is key to healthy aging as well as to your general health. But it does more than just keep you physically active; it also aids in the prevention or treatment of a variety of illnesses and

ailments, including diabetes and heart disease. Senior wellness









Many of the exercises are created with elderly citizens in mind, focusing on things like improving balance, developing core strength, and extending range of motion. Local wellness organizations also offer a welcoming and cozy environment for seniors to exercise.

A Social Outlet Is Created

A senior wellness program is ability to provide a setting where elders can meet new people, converse with them, and connect with them is one of its greatest advantages. Seniors can interact and reduce isolation thanks to this. Social activities including bingo, dance classes, book clubs, and crafting are common in health programs. These social interactions improve mood and help ward off despair.

Reduces Medical Costs

Joining a senior wellness program might potentially reduce your overall medical and healthcare costs, which is arguably one of the top advantages. According to studies, those who take part in wellness initiatives spend less on medical care. For instance, they had fewer hospital admissions, emergency department visits, and falls. All of this translates to less cash out-of-pocket for you.

Improves Brain Stimulation

Age-related cognitive deterioration is common to some extent. And engaging your intellect is the best approach to clear the mental fog and hone your thoughts. Programs for senior wellness assist in achieving this. These wellness programs many classes and activities require you to use your brain, which enhances cognitive performance. For instance, educational classes that engage your intellect and help you train different portions of your brain, such as computer seminars, language classes, or reading clubs.

programs include frequent health exams and resources for health

Offer a Wide Range of Health Benefits
 Senior wellness programs encourage you to be social and active while also providing several additional health advantages. Most







education. This supports prevention which is essential for reaching better health. The wellness program frequently hosts seminars or talks that educate you on certain health issues pertaining to your demography. The wellness program is objectives are to enlighten you and promote preventative care.

Positivity for Independence

Nobody likes to feel helpless or like they are a burden to others. Senior wellness facilities give you the freedom to become self-reliant and actively manage your health and wellbeing. It enables elders to maintain a richer personal life by promoting independence. The tools provided by wellness programs help you achieve the level of physical fitness required for daily independence, including balance, stability, strength, and endurance.

Step 5: Explain to them how they can find a wellness program in their place.

- The best way to find for a senior to find a wellness center by talking to friends and other people their age. They can also search online programs or contact their health insurance company for assistance which may offer memberships to participating programs.
- In case the participants are willing to participate, you can show them
 how they can look for wellness programs online enhancing this way
 their communication and digital skills.

2. OBJECTIVES OF THE ACTIVITY

- 1. Educate elderly on the benefits of well-being
- 2. Raise their awareness concerning ways to improve their wellbeing
- 3. Search for alternative ways to reach their well-being
- 3. TIPS AND RECOMMENDATIONS FOR TRAINERS









Activity 2

1. DESCRIPTION OF THE ACTIVITY

Title: Active Ageing

<u>Duration</u>: 1h 30m

<u>Material Needed</u>: Computer with internet access and Youtube and optionally a Ppt presentation

<u>Description</u>: This activity will give recommendations for the participants to stay physically active.

1. Walking

Going for a walk is a great exercise to help build your bone health — and it's good for your heart, too. Why not rally a group of friends and start moving together? You'll get your exercise in for the day — and a bit of socialising too! Aim for 30 minutes a day at least four times per week. If you're worried about injuring yourself on uneven or cracked walking pathways, a treadmill is a great alternative.

Here are some links that could be presented with the benefits of walking which could be presented during the activity: https://www.youtube.com/watch?vixBesU4JK3ty

2. Swimming

Exercising in the water reduces the impact on your joints, which makes it a popular choice for people who suffer from arthritis. Swimming can help improve your cardiovascular health and muscle







strength and strengthen your ligaments and tendens too. If you're wanting to up the intensity, you can wear flippers or use leg weights while you're swimming as they add more resistance and make your muscles work harder.

Here are some links that could be presented including the benefits of swimming which could be presented during the activity: https://www.youtube.com/watch?v/AfnwseOgxE0

3. Tai Chi

Tai Chi is a low-impact activity and involves gentle movements. No fancy equipment is needed, so it's easy to get started. When doing Tai Chi, your muscles are usually relaxed rather than tensed, joints are not fully extended or bent, and connective tissues are not stretched. This means you're improving your flexibility and muscle strength without putting too much stress on your body. Tai Chi can also help improve your balance which reduces your risk of having a fall.

Here are some online Tai Chi platforms:

https://quiz.betterme.world/en/first-page-

generated?flow|934|utm|source|google|utm|medium|cpc|utm|cam paign|gen|recurring|3|0|flow934|cpa30|cid16829894863|450|utm|cont ent|592177896926|utm|term|tai|20chi|20|essons|gclid|CjwKCAjwm8WZ BhBUEiwA178UnE-

O2NX9hJMtmN₂Gtx3cu6BQwls0WuwCPqclc8mhrw7kjLL26liQdhoCthQQAvD₂BwE

https://www.taichifoundation.org/live-onlinecourses?aclid!CiwKCAiwm8WZBhBUEiwA178Unlzs1hyxabyA2f7ZuPS-

<u>courses?gciid;cjwkcajwrn8wzBriBuEiwA178unizsinyxgdyAz17zuPS</u> T6xEue4Q7txpvxd55u8eV7nHA1qGeN<u>;</u>LqBoCYCqQAvD}BwE

4. <u>Yoga</u>

Yoga not only improves your physical health, it also helps reduce stress due to the relaxing meditating properties of the various







movements and stretches. It's a low-impact exercise that car improve your core balance, strength, respiratory flow and muscle flexibility, especially when doing it multiple times a week.

Here is a video on yoga's benefits: https://www.youtube.com/watch?v/zi7q/MXNhA0

Here are some yoga tutorials:

- https://quiz.betterme.world/en/first-page-generated?flow/1124/utm/source/google/utm/medium/cpc/utm/campaign/gen/recurring/3/O/f1124/cid17930186841/510/utm/content/6/14271967155/utm/term/beginning/20yoga/20for/20seniors/gclid/CjwKCAjwm8WZBhBUEiwA178UnG3z77YtFBKnaljlA3gtLalib/MED8j9dBNVIJ3L1M26tLcif59rBghoC-WIQAvD/BwE
- https://www.youtube.com/watch?vivkFhG-ZzLNN4

5. <u>Dancing</u>

If you're going to exercise, you might as well have fun with it, right? Dancing is one of the most enjoyable ways to get a full body workout. It can improve energy levels, reduce the risk of heart disease, improve memory and mood, and improve your balance. If you have limited balance and capabilities, you can try seat dancing which is a seated exercise, or line dancing, which puts less impact and stress on your joints.

Benefits of dancing: https://www.youtube.com/watch?v/nxS7IQFIiZ8

Dancing lessons: https://www.youtube.com/watch?v/uZXQuqPnp8g

6. <u>Tennis</u>

Improved hand-eye coordination, bone strength and balance are among the many benefits of playing tennis. Running in different directions, transferring body weight from foot to foot, and swinging







the racket with your arms gives the whole body a great workout.

Tennis is typically more fast-paced than other sports, so it's important to take it easy to begin with if this is your first time playing.

Health benefits of tennis: https://www.youtube.com/watch?v/X4UHmZ6PL30

7. Golf

Golf is a great exercise to get your joints moving due to the movements involved when swinging the club in a wide range of motion. Playing golf also gets your blood circulation going which encourages your heart to work more efficiently and help build its muscles. While it's not a high-energy sport, all that swinging, putting and waking around the course really does add up. Additionally, the social aspect and concentration involved in the game also helps improve your focus and overall mental wellbeing.

Source: https://www.irt.org.au/the-good-life/sports-for-seniors

8. <u>Zumba</u>

Zumba is intended as a total-body cardio and aerobic workout, which provides a large calorie consumption. One 2012 study found that a participant burns 300 to 900 kcal with an hour-long Zumba exercise. Because Zumba offers different options, proponents of the Zumba program claim that it is safe for all ages, meaning anyone can participate. Besides its high calorie burning benefit, Zumba can help lower the risk of heart disease, reduce blood pressure and LDL cholesterol, and increase HDL cholesterol.

30-minute Zumba Workout:

https://www.youtube.com/watch?v=WYdJHpQL8-k&ab_channel=FitnessWithCindy











2. OBJECTIVES OF THE ACTIVITY

- Provide information for activities that contribute to active ageing and provide some examples - video links in order to give the participants an idea for each activity
- 2. Provide digital ways to approach such activity groups and empower seniors into socialize with others in order to participate in group activities

3.TIPS AND RECOMMENDATIONS FOR TRAINERS

- The trainer could have created a presentation in order to visualize the above-mentioned activities in order for seniors to have a better picture. However, it is optional since we include lots of videos
- The trainer sho<mark>uld</mark> focus <mark>mainly o</mark>n helping the seniors understand HOW they can find such activities online or how to be part of such groups. The purpose is not to convince them and do the activities mentioned above but instead, provide them with ways so they can become part in any activity they prefer.















