



Digitalisation and ageing populations promises and pitfalls

Session 1: Enhancing digital skills and digital literacy among older persons

Moderator:

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Why is this topic important and relevant?



- Healthy ageing is about maintaining **individual functionality** and independent life as long as possible into senior years
- A life course approach has show that **other factors, social and behavioural factors contributing equally**, if not more, as the biological factor in determining health outcome of a person
- **Work life**, especially at the later stage of work life, determines the quality of life for the next 20 years, or one's healthy life expectancy

Facilitation of inter-generational cooperation through digital learning and practice

UNOEWGA, CSEND Statement, March 2021 (2)



- A large percentage of the older population are either **low on digital literacy** , or **low on psychological security** to be connected online to **different support services** of daily necessity, such as **ordering food online, e-banking or reading up on the updates and guidelines on COVID.**
- Older persons when living alone or staying in social care homes are cut off from their families and other social networks and pay a **higher toll for their isolation. Digital literacy would help them be connect to essential goods, services and to be connect to social networks.**

Facilitation of inter-generational cooperation through digital learning and practice

UNOEWGA, CSEND Statement, March 2021



- In order to achieve **inclusive digitalisation**, **intergenerational cooperation is required**, i.e., from collaboration between the young digital natives and the older digital semi literates; and between young digital adopters and older left-behinders.
- Intergenerational cooping **consists of facilitators who** can help bridge the gap between young and older workers, neighbours, citizens and collaborating mechanisms and platforms.

Facilitation of inter-generational cooperation (3)



- **Facilitators could transfer digital skills to the digital semi-literate persons**
- **Policies and procedures should be put in place to promote intergenerational collaboration especially in rapidly ageing societies.**
- **Therefore governments should establish mixed-aged working teams to improve productivity in the work place; provide an environment that promotes and fosters intergenerational teamwork encourages and implements mentoring programs between members of different age; and implements training activities that promote intergenerational understanding and cooperative work force teams.**

Ageing Related Services

(Ch.Engweiler, 2020)



COMPUTERIAS



seniorweb



- First started 1998 in Luzern, later on there were around 60 such spaces across Switzerland
- Computerias is a mixture between a cafeteria and a computer club - a meeting point with PC's
- Organised by local volunteers with some local associations
- Offering computer courses for the generation 50+ and individual problem solving (coaching)
- Mostly self-funded (course fees), some supported by Pro Senectute



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“LONG LIVE ELDERLY”

**Programme for active monitoring of
over 80 years old population**



Source:<https://www.santegidio.org/pageID/30092/langID/it/VIVA-GLI-ANZIANI.html>

Guiding questions: Enhancing digital skills and digital literacy among older persons

- **What are some of the proven strategies to enhance digital technology use in older age?**
- **What is the role of intergenerational support and involvement in enhancing digital skills and digital literacy among older persons?**
- **What specific programmes and outreach strategies can be used to target older persons with lower income and education levels who are more at risk of being digitally excluded?**
- **What has COVID-19 done to the digital divide and how did it affect the demand from older persons for digital skills and literacy?**
- **How did digital skills and literacy programmes adapt during the pandemic?**

