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Cyber-Seniors is a non-profit organization whose mission is to bridge the digital divide and connect generations through technology. Since our inception in 2015, we have developed and disseminated thousands of resources that have enabled organizations throughout North America to provide tech-training for senior citizens using an intergenerational, youth volunteer model. Youth are provided with lessons and learning activities to train them to act as digital mentors and senior citizens gain access to effective technology training and intergenerational communities that keep them socially connected and engaged.

All of Cyber-Seniors resources are available online and thousands of young people have taken our training program and have experience in teaching technology to senior citizens. With an army of trained volunteers ready and willing to help, Cyber-Seniors is playing a lead role in ensuring older adults stay safe and connected during the COVID-19 pandemic. Cyber-Seniors grew out of the need for older adults to remain socially connected and self-sufficient, and in the wake of COVID-19, our work has never been more important.

[cyberseniors.org](https://cyberseniors.org)



## How Can Cyber-Seniors Help Your Organization?

During this time of social distancing, many senior citizens who were active volunteers in their communities are now unable to carry out this meaningful work. In response, Cyber-Seniors has taken the initiative to train senior citizens in technological alternatives to in-person volunteering. We train senior citizens to carry out their work using technology, thus enabling them to continue their important community service while maintaining safe social distancing practices. Each partnership is tailored to the uniqueness of the organization, including the tech levels of participants and the common tasks that volunteers undertake within the community. We support you in deciding what tech platforms to use, the focus of each lesson, and the expectations for the abilities of the volunteers.

***“The Cyber-Seniors technology training program was incredibly helpful to our Foster Grandparent volunteers. Our volunteers’ knowledge in regards to technology ranged from never using a tablet or any type of smart device to being moderately comfortable with those type of devices. There was a lot of area to cover and I feel like Cyber-Seniors did a great job in laying the foundation of how to teach our volunteers to use Zoom to communicate with young students. The first time I saw our volunteers in the Zoom call with our trainer... was an incredible moment. Some of them would have never imagined they would be able to communicate this way, to see them realize they could stay connected through the skills they have learned from Cyber-Seniors was inspirational. The COVID-19 pandemic has brought upon much uncertainty, but we hope that the skills and confidence that our volunteers have gained will provide a certainty that they can continue to mentor students through virtual means and continue to provide the extra support in the classroom that students will need now more than ever.”***

**Pamela Danwing | Readers in Motion Coordinator | Seniors in Service of Tampa Bay**

***“We are so happy to have discovered the Cyber-Seniors training program for our volunteers. We were worried that they were not going to be able to carry on with their important work as Foster Grandparents. But this training program has provided them with the ability to be able to continue to volunteer virtually and keep themselves and the children safe during the COVID pandemic.”***

**Cresha Reid | Senior Director, Foster Grandparent Program | The South Florida Institute on Aging**



## How are We Impacting Senior Volunteers?

*"This Cyber-Seniors training was great, very interesting too! I learned a lot from it. My level of understanding of technology has increased significantly. I have not used a tablet before this training so I was starting from square one and felt like I have improved so much, I understand more than I thought I would. Our mentor was very patient and understanding which helps when you are working with seniors and people who are so new to learning Zoom and using tablets."*

Alice, Foster Grandparent Volunteer

*"I thought the training was very good, it was helpful. I have been wanting to use more technology and be more comfortable with it and our Cyber Seniors trainer... taught me things I did not even know were possible. It was a blessing to have someone show us, she was patient and she answered all of our questions. The training was encouraging and I think we should continue to have trainings like this. We had a training at our office and I really enjoyed it. So to now get a full course was great. It was helpful to me and my learning style, our trainer was easy to learn from, she provided great resources to seek help from and to continue learning."*

Gladys, Foster Grandparent Volunteer

[Click here to hear from some grateful participants of the program](#)



## What Does the Cyber-Seniors' Training Program Look Like?

**Goal of Program:** To train senior volunteers to carry out their pre-COVID volunteer activities in a virtual environment.

**Program Description:** This program provides five hours of focused training supplemented with unlimited practice and ongoing support as needed. Training is delivered by Cyber-Seniors' experienced technology instructors, supported by Cyber-Seniors' trained volunteer mentors.

### Program Structure:

- The program begins with a call to each participant to assess their level of competency in technology and to schedule additional individual sessions to teach them how to get on Zoom or your organization's preferred video platform.
- This is followed by a 1-hour group orientation webinar and four 1-hour group lessons where participants are taught how to use a video platform (i.e. Zoom, Google Hangout, Skype, etc.) and the many features it offers to enable them to carry out their volunteer work. For example, Foster Grandparents are taught how to use functions such as screen sharing and whiteboard, as well as how to download other applications such as PDF readers for ebooks and other reading material.
- Each lesson ends in a question and answer period in which participants have the opportunity to clarify anything they have not understood. Participants are also encouraged to book additional one-on-one sessions following the group lessons, for additional help.
- After completing the group lessons, participants have access to unlimited individual practice sessions, along with ongoing coaching and support as they begin their virtual volunteering.



## Why Choose Cyber-Seniors to Train Your Volunteers?

- Cyber-Seniors has been providing tech-training for senior citizens since 2015 and has developed extensive expertise.
- The Cyber-Seniors program has been evaluated by a third-party researcher and found to significantly improve daily technology use amongst seniors and increase feelings of social connectedness.
- Cyber-Seniors is the only organization in North America that has developed a standardized training program for youth mentors. Our program focuses on teaching young people (who by nature are experts in technology) to work with and be effective teachers of technology to older adults.
- Cyber-Seniors has over 1200 teaching resources housed on its website that are available to seniors wishing to advance their technology skills.
- Our program not only provides instruction, but the opportunity for seniors to practice their new skills and have access to one-on-one ongoing support of a mentor.
- The Cyber-Seniors program uses advanced technology that ensures security and quality assurance in the delivery of its training programs and one-on-one tech-support.
- Program training and ongoing support is available in English, Spanish and French.
- Participants in the program have continued access to the Cyber-Seniors resources and online intergenerational community, which results in greater long-term adherence to technology.



## How We Measure Impact

Cyber-Seniors has developed standardized surveys that are administered at the completion of the Cyber-Seniors training program. The surveys are intended to determine if participating seniors have increased their use of technology and have experienced decreased feelings of social isolation. The measurement tools we use are:

Measurement Tool	Description	Goal
<b>The Lubben Social Network Scale (LSNS-6)</b>	<b>Measures social isolation by assessing perceived support from family and friends.</b>	<b>80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program</b>
<b>Behavior and Use of the Internet</b>	<b>Measure attitude toward use of the Internet</b>	<b>80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program</b>
<b>Digital Competence Scale</b>	<b>Measures digital competence</b>	<b>80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program</b>

## What is the Cost of the Program?

The Cyber-Seniors' Volunteer Tech-Training Program is priced at \$50/participant, however we look at each situation as a unique partnership and strive to work within organizations' budgets.



## Contact Us For More Information

If you are interested in learning more about how your organization can work with Cyber-Seniors, please reach out to us; we would love to hear from you!

**In order to begin the registration process, please [complete and submit this Google Form.](#)**

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