Digital Learning in 2024

Where we have been, where we are going

Presented by:

United Way British Columbia

HelpAge Canada

October 16, 2024

Land Acknowledgement

Agenda

1. **About HelpAge Canada** (5 min)
2. **Introducing this Webinar & Ongoing Support** (5 min)
   - Survey of Needs (20 min)
3. **Overview of the current digital learning landscape** (20 min)
4. **CORE Canada, CORE BC & the Tech Resource Library** (10 min)
5. **Q&A: Open Session with HAC (Optional)** (30 min)

About HelpAge Canada

MEET THE LEADERSHIP TEAM

Nicole Clarke

Acting Executive Director

Dr. Raza Mirza

Director, National Partnerships and Knowledge Mobilization

Helping older persons live with dignity in Canada and around the world since 1975.

Our **vision** is simple: we want to see a world where all older persons lead secure, healthy, active, and dignified lives.

Our **mission** is to support **community-based initiatives** to improve the lives of older persons and their communities.

TOGETHER, WE CAN CREATE A NEW NORM WHERE EVERYONE CAN AGE WITH DIGNITY!

WE MAKE CHANGE HAPPEN

HelpAge Canada is working directly with **community-based seniors' services (CBSS)** organizations from coast to coast to coast to tackle the most pressing challenges in aging.

HelpAge Canada has adopted a holistic approach to healthy aging, working to make change in **four impact areas** that encompass pressing issues facing older people today:

- **Health and wellness**
- **Aging in place**
- **Digital literacy**
- **Humanitarian relief**

Introducing this Webinar & Ongoing Support

HelpAge Canada & UWBC

HelpAge Canada has been working with the United Way of British Columbia's Healthy Aging team for 4 years, supporting the **Digital Learning** funding stream.

Support is expanding!

No matter what granting stream you are, webinars and resources will be made available for you!

HelpAge Canada & UWBC

What has this support looked like in the past?

- Feature Apps
- Tutorials
- Guest Speakers
- Peer Learning
- Webinars
- Resources such as: How-To Guides/ Tutorials, Teaching Best Practices, Research Studies,
- Referrals for funding opportunities, potential partners, equipment & data, etc.

Webinar Topics Covered in the Past Years

See CORE Canada & CORE BC for past presentations and resource

- Online safety, security and scams
- The digital divide
- Current figures on technology adoption by older adults in Canada
- Resources to support Digital Learning Programs in BC (devices, data and internet plans, etc.)
- Best practices in teaching digital literacy to older adults
- Best practices in delivering hybrid programming
- Key resources and apps to support older adults to access:
  - Online Banking
  - Government Services
  - Health Services
  - Public Transportation
- Success stories from BC agencies in teaching digital literacy
- Online inclusion and ‘Digital Citizenship’
- Healthy and unhealthy online behaviours
- Digital activity and brain health

Survey

To help us provide the best resources and content to meet your needs, we need your input!

- **15 min:** Complete Survey

Link to survey shared in the Chat

Survey

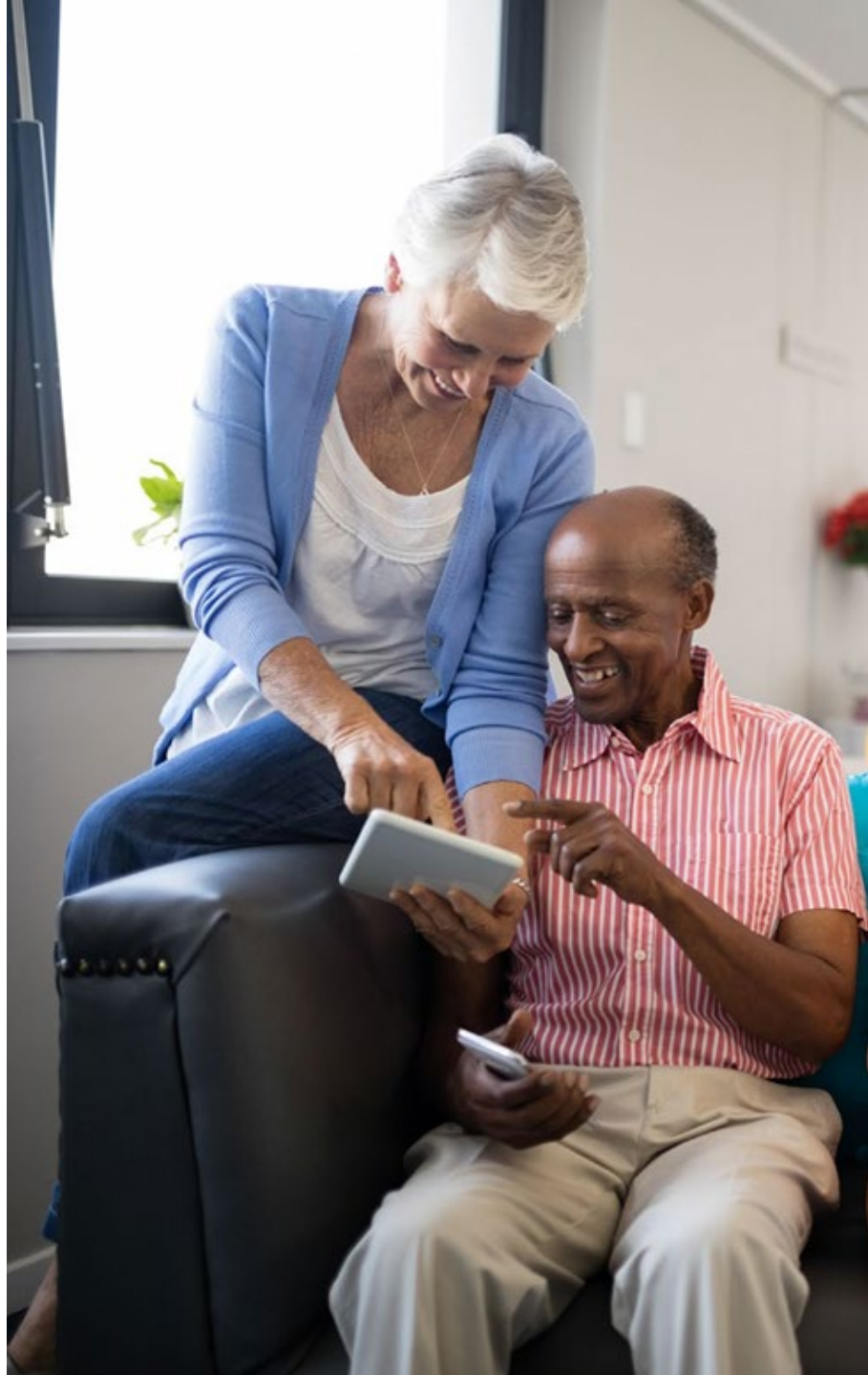
Survey Categories:

1) General information about your agency to understand if you are currently offering digital literacy programs/ services and at what level
2) Questions about **SKILL** Building needs
3) Questions about **TOPICS**/ Information needs
4) Questions about **CHALLENGES**
5) Questions about **EXPERTS/ PARTNERS** you would like to meet

Overview of the current Digital Learning landscape

Most relevant Canadian stats and reports still from 2022/23

- Canadian Internet Use Survey
- AGE-WELL Report: Digital Literacy Interventions for Older Adults in Canada
- Toronto Metropolitan University: Overcoming Digital Divides Series - What We Heard



Important topics today in Digital Literacy

1. Media literacy/ misinformation
2. Ageism online
3. Still left behind: older adult immigrants
4. Digital health underused
5. Inflation and cost of living impacting access
6. Being taught by warm experts is still the preferred learning method for most older adults

These topics are not isolated

Example: Caregiving, educational resources, and medical-related services are the most likely to be accessed via a website as opposed to an app.

- Misinformation opportunities
- Digital health resources potentially underused
- Older immigrants least likely to be able to find resources in their language of preference

But the basics remain the same

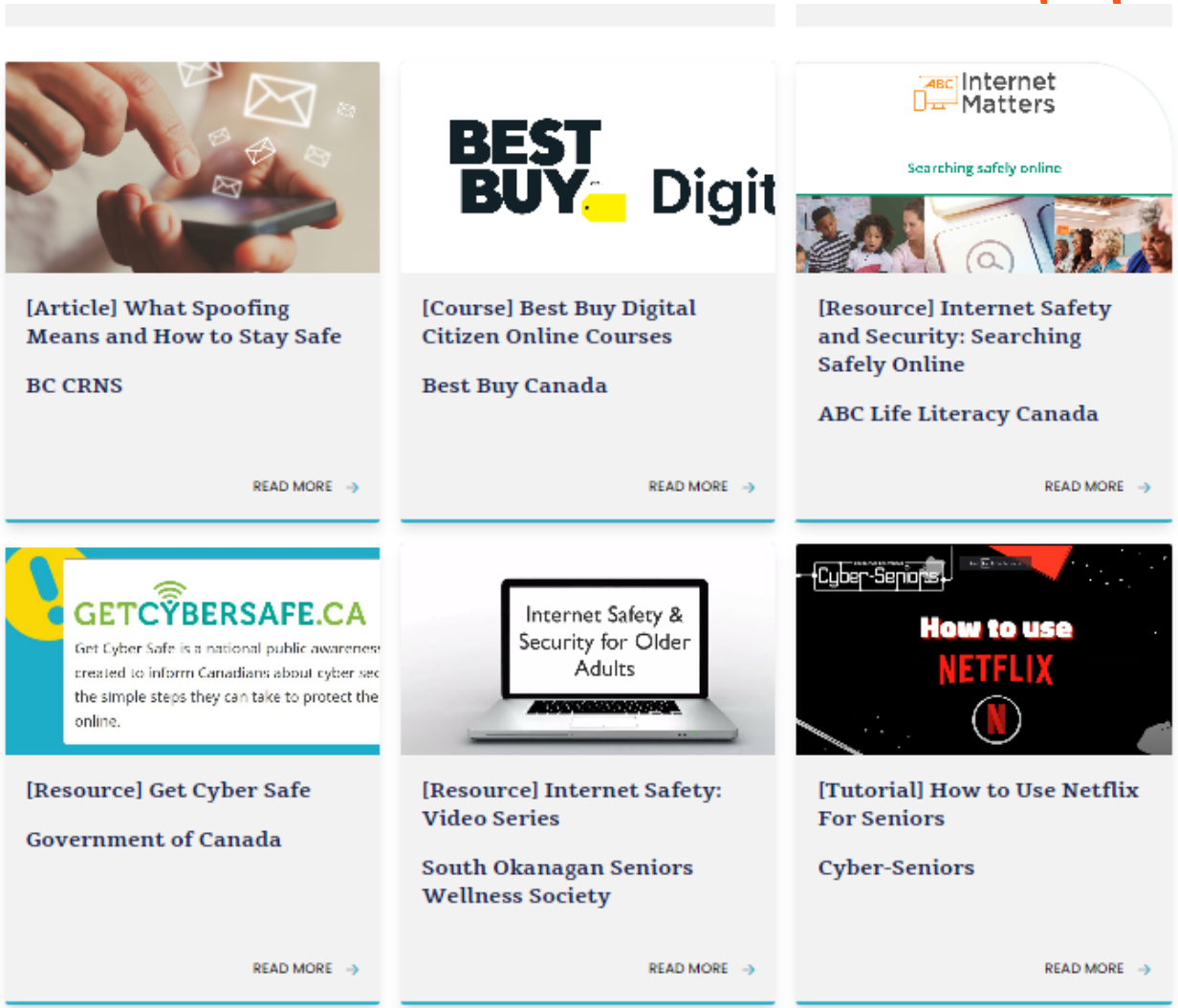
Despite these identified topics, the core needs of older adults (and the core focus of digital learning programs) remain unchanged

CORE Canada

CORE Canada Tech Resource Library

Common Naming Convention

Library to include:
- Articles
- Resources
- Tutorials
- Apps
- Videos
- Etc.



Thank You

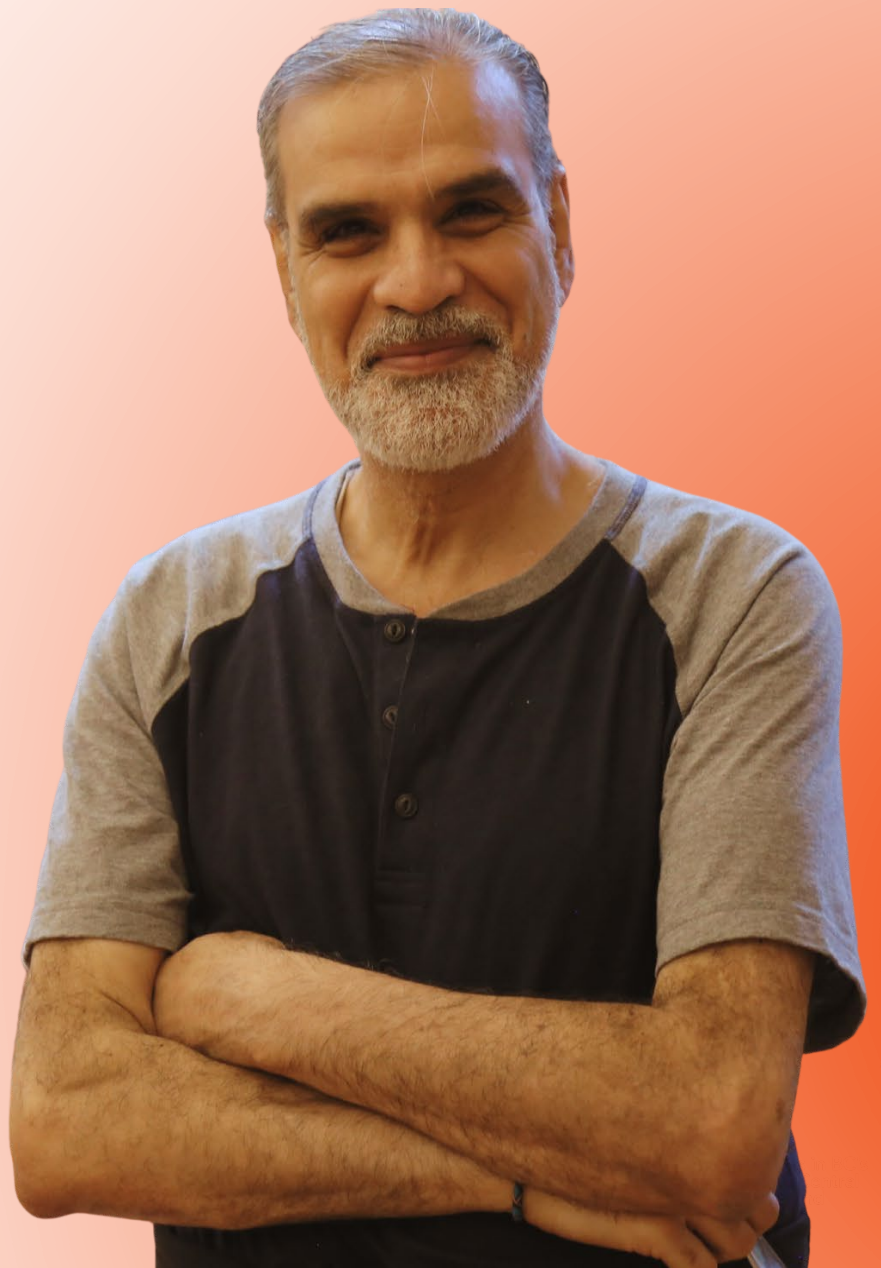
1. Thank you for joining us.

2. See you at future Webinars!
   - November 20, 2024
   - January 15, 2025
   - February 12, 2025

3. CORE postings, please check regularly and use the discussion boards.

United Way British Columbia

HelpAge Canada



Contact Info

For questions please contact:

Cheryl Baldwin – United Way of British Columbia
CherylB@uwbc.ca

Nicole Clarke – HelpAge Canada
nclarke@helpagecanada.ca

You can always reach your Regional Community Developer:

Lower Mainland & Sea to Sky
Dr. Beverley Pitman
beverleyp@uwbc.ca
604.969.8331

Interior BC
Lisa Cyr
lcyr@uwbc.ca
250.860.2356

Fraser Valley
Indira Riadi
indirar@uwbc.ca
604.268.1342

Vancouver Island/Gulf Islands
Cheryl Baldwin
cherylb@uwbc.ca
205.591.8731

Northern BC
Sarrah Storey
sarrahs@uwbc.ca
250.699.1681

Endnotes/ Resources

- AARP Research, *2024 Tech Trends and Adults 50+*, chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.aarp.org/content/dam/aarp/research/topics/technology/internet-media-devices/2024-tech-trends-adults-50-plus.doi.10.26419-2Fres.00772.001.pdf. Accessed Oct. 2024.
- Abdelaal, Nour, and Sam Andrey. "Overcoming Digital Divides." *Toronto Metropolitan University* , 27 June 2024, dais.ca/reports/overcoming-digital-divides/.
- Canada, Employment and Social Development. "The Future of Aging in Canada Virtual Symposium: What We Heard." *Canada.Ca*, / Gouvernement du Canada, 29 Aug. 2024, www.canada.ca/en/employment-social-development/corporate/seniors-forum-federal-provincial-territorial/reports/future-aging-virtual-symposium.html#h2.5.
- Eisenberg, Richard, et al. "Ageism in the Media: An Insider's Perspective." *ASA Generations*, 21 Sept. 2023, generations.asaging.org/ageism-media-insiders-perspective.
- Ekoh PC, Okolie TJ, Nnadi FB, Oyinlola O, Walsh CA. Understanding the impact of digital technology on the well-being of older immigrants and refugees: A scoping review. *DIGITAL HEALTH*. 2023;9. doi:10.1177/20552076231194947
- Győrffy, Z., Boros, J., Döbrössy, B. *et al.* Older adults in the digital health era: insights on the digital health related knowledge, habits and attitudes of the 65 year and older population. *BMC Geriatr* **23**, 779 (2023). https://doi.org/10.1186/s12877-023-04437-5
- Government of Canada, Statistics Canada. "Canadian Internet Use Survey (CIUS)." *Surveys and Statistical Programs*, 19 July 2023, www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4432.
- Korpela, V., Pajula, L., & Hänninen, R. (2024). Investigating the multifaceted role of warm experts in enhancing and hindering older adults' digital skills in Finland. *International Journal of Lifelong Education*, *43*(5), 509–522. https://doi.org/10.1080/02601370.2024.2353176
- Marcotte, Ashley-Ann. "Digital Literacy Interventions for Older Adults in Canada." *AGE-WELL*, agewell-nih-appta.ca/wp-content/uploads/2023/04/Marcotte-Digital-Literacy-Final-Report.pdf. Accessed 15 Oct. 2024.
- Natalia Balyasnikova, Assistant Professor of Adult Education, and Claire Ahn, Assistant Professor of Multiliteracies. "Embracing Digital Spaces: How Older Immigrants Are Navigating the Infodemic." *The Conversation*, 12 Sept. 2024, theconversation.com/embracing-digital-spaces-how-older-immigrants-are-navigating-the-infodemic-225963.
- Wong, Jessica. "As More Seniors Head Online, Efforts Are Needed to Help Their Digital Media Literacy Skills | CBC News." *CBCnews*, CBC/Radio Canada, 26 July 2024, www.cbc.ca/news/canada/education-seniors-digi-media-literacy-1.7266725.

Optional Q&A