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New Horizons for Seniors Program



2022

A large, abstract graphic in the upper half of the page consisting of a dense cloud of small, multi-colored dots and speckles in shades of yellow, orange, red, pink, and purple, creating a vibrant, textured effect.

COMBATING DIGITAL EXCLUSION: MOBILIZING EDUCATIONAL RESOURCES TO REMOVE DIGITAL ACCESS BARRIERS

RESOURCE PACKET BY STEPHANIE
JONSSON & HANNAH MAITLAND

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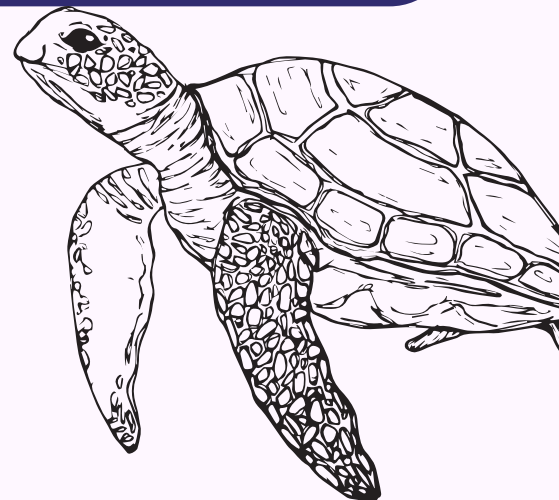
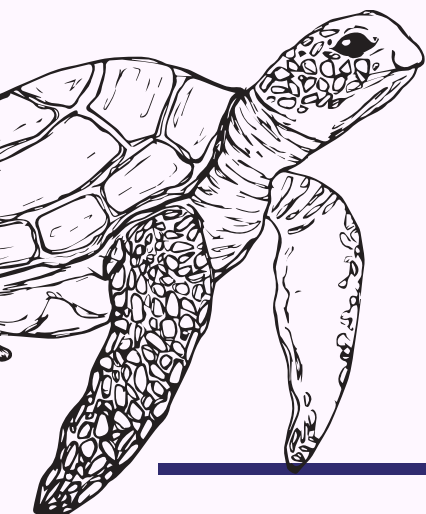
LAND ACKNOWLEDGEMENT

We recognize that many Indigenous Nations have longstanding relationships with the territories where ODLAN's volunteers and partners are located.

we acknowledge our presence on the traditional territory of many Indigenous Nations. The area where we primarily work, known as Tkaronto has been cared for by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat. It is now home to many First Nation, Inuit and Métis communities.

We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region.

We acknowledge that colonization has shaped the social conditions that create inequality and marginalize queerness and aging. Indigenous-led action is essential to reconciliation and decolonization and we call for Indigenous SOVEREIGNTY here on Turtle Island.



Contributor Acknowledgements

This resource packet is generously funded by the New Horizons for Seniors Program Grant. This work was supervised by Stephanie Jonsson and Hannah Maitland. Special thanks to the rest of our team: Viktor Zhuang, Helen Martin, Lucy Yang, Isabella Fiora, Marzena Bursek, and Angela Stanley for their contributions. We want to express our gratitude to Melanie Baljko's students Raechel Kulam, Daniel Brown, Thalia Godbout, and Harrish Thasarathan, for building our resource portal. We also want to thank our board of directors Stephen low, leZlie lee kam, Vivian lee, Sarah quinto, Sarah Westerhof and Melissa Silber for supporting this project.

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About this Project

On August 1, 2022 ODLAN launched the updated version of our resource portal. We built this database to further support 2SLGBTQ+ communities in combating the digital divide. The database features over 194 digital literacy and access resources including 60 that directly cater to older adults in Canada. Additionally, this grant supported the development of our educational videos and print materials that aim to raise awareness on digital inequalities and inequities.

How to use this resource packet:

These infographics are for educational purposes only. You and your organization are welcome to share them publicly and use them in training or workshops as needed. When used or shared, the resources must retain the ODLAN logo. These resources are not for sale and should not be sold or restricted behind a paywall by your organization. All bibliographic information for each resources is contained within each infographic. Copies of our infographics without page numbers are available on our website. If you have questions about the creation and use of these infographics, please contact ODLAN directly.

What is DIGITAL INCLUSION?

DIGITAL DIVIDE

The digital divide refers to those who can use and benefit from the internet and those who cannot.

(Mossberger et al, 2007)

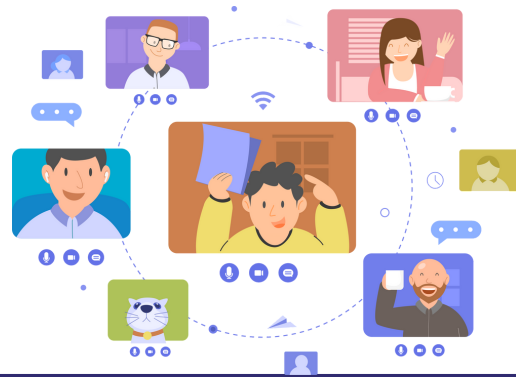
DIGITAL EXCLUSION

Digital exclusion is the “exclusion from a society dominated by the internet and other digital technologies in many areas of everyday life”.

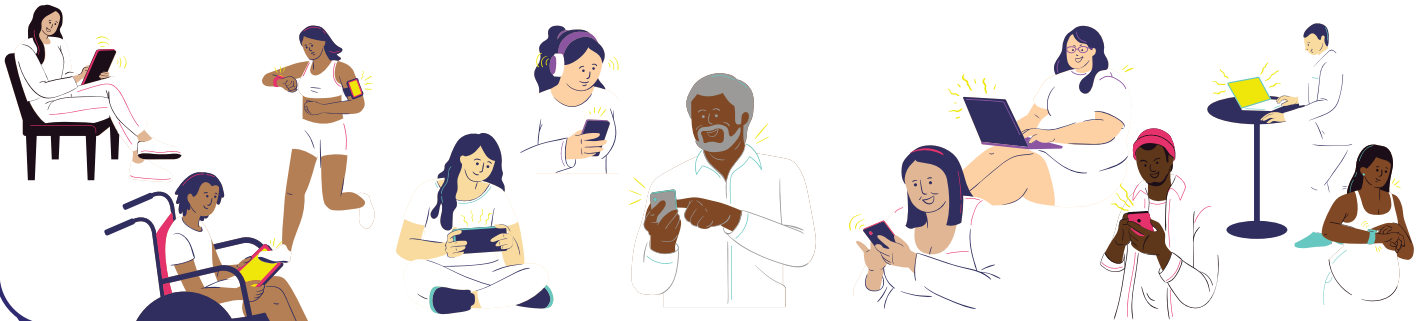
(Seifert et al. 2020)

DIGITAL INCLUSION

Digital inclusion aims to remove digital divide barriers so everyone can be included in a society dominated by the internet and other digital technologies.



A digitally inclusive society recognizes that everyone deserves access to the internet and creates strategies for affordable internet and hardware.



References:

Mossberger, K., Tolbert, C. J., & McNeal, R. S. (2007). Digital citizenship: The Internet, society, and participation. MIT Press.

Seifert, Alexander, Shelia R. Cotten, and Bo Xie. "A double burden of exclusion? Digital and social exclusion of older adults in times of COVID-19." The Journals of Gerontology: Series B 76.3 (2021): e99-e103.

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Strategies for Fostering Inclusive Intergenerational Digital Spaces



1

Design services and programs that prioritize accessibility and access needs

Service providers can make their programs accessible in the project planning phase. This includes identifying and integrating designs, software, and resources at the beginning of a project to make a program or service accessible to the target audience.



Identify and integrate designs, software and resources



Acknowledge unique needs and provide support



Include accessibility features in event planning checklists

These services can benefit people of all ages by acknowledging their unique needs and providing them with the support to have those needs met.

2

Create technology lending programs

Service providers can build device lending programs into their community projects. This includes initiatives that support the purchase of new devices like iPads.

For example, Connected Canadians provided one-on-one mentorship to our community members so they could get the knowledge needed to navigate their new devices. Older adults were paired with youth mentors who were trained in remotely assisting them with their new devices.



Connected Canadians

In Fall 2021, Connected Canadians, Brueye Foundation, and Ride-to-Connect partnered on an initiative to bring new technologies to older adults in Canada.



3

Offer affirming and inclusive technology mentorship support

Older adults are more likely to be less informed on the latest devices and new software. To mitigate this challenge, it is important that younger people provide mentorship support to older adults and anyone else who requires education on new technologies.



Youth and older adults can work together to resolve digital literacy and access barriers

Mentorship programs ensure that older adults in general have the support needed to keep up with technological advances



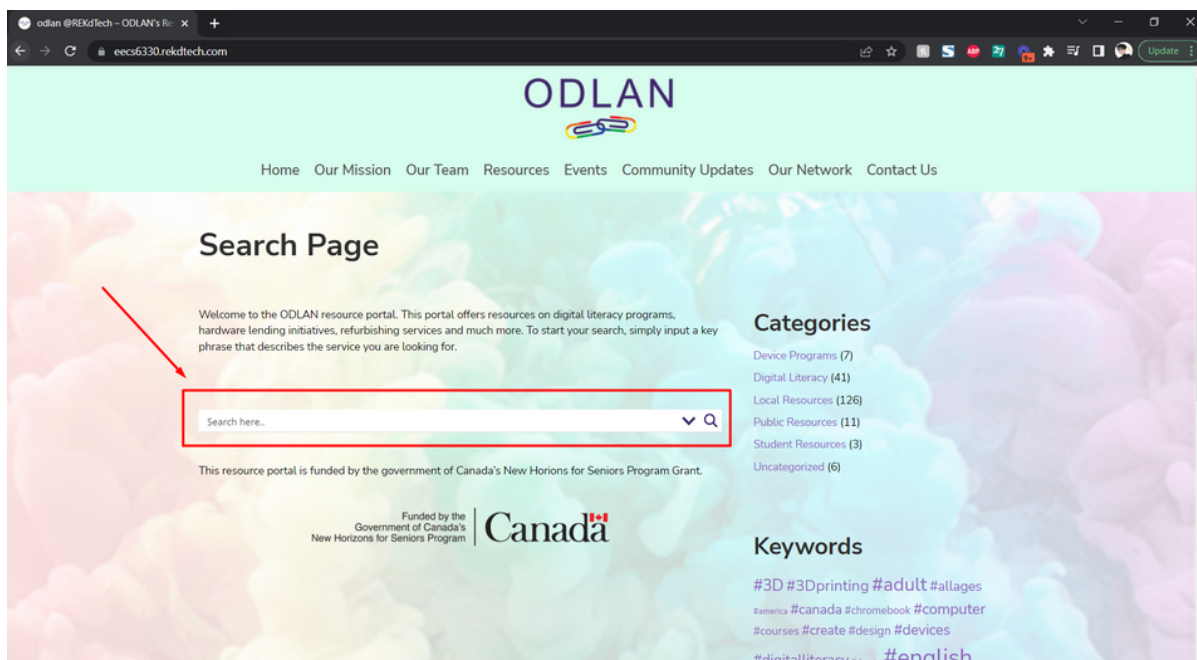
Navigating the portal

You can access the portal by clicking on this link: <https://eecs6330.rekdtech.com/>

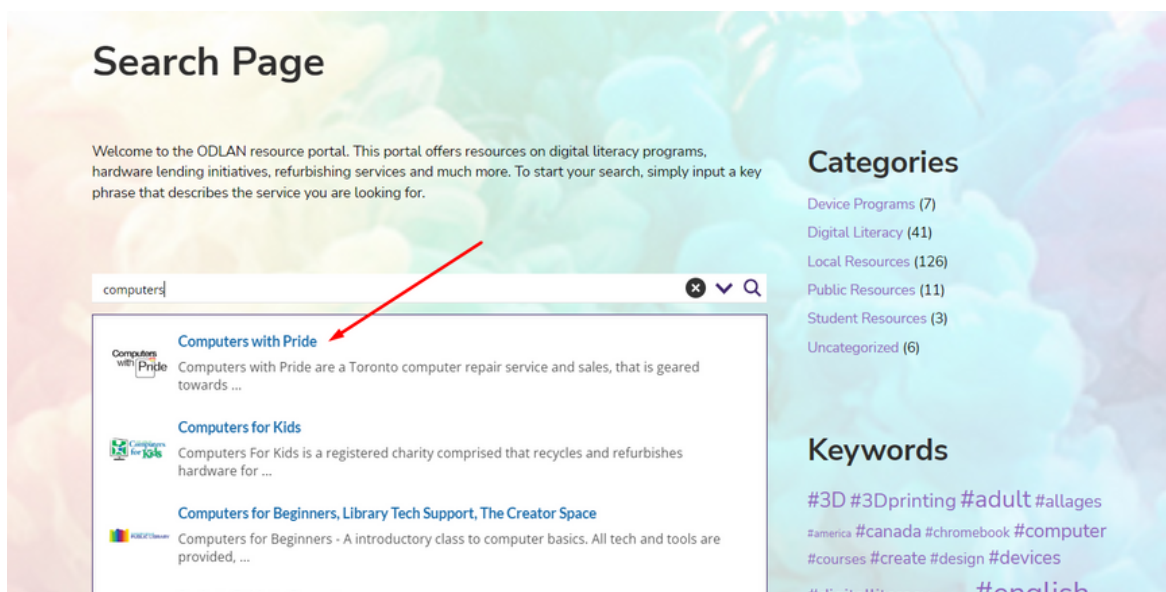
We have many digital literacy and access resources on the ODLAN resource portal and different ways for you to find the resources you need.

1 The Search bar

On the home page of the portal you can search for resources by typing in the search bar. You can search by entering the name of a location, type of device, or type of learning platform you would like to use.



Search results will show up under the bar as you type. You can click on these search results or type out your entire search and then hit the 'Enter' key or click the magnifying glass icon to list all search results.



2 Categories

You can also find resources based on categories. From the home page or other pages, there are a list of categories on the right. Click on a category name to explore resources under this category.

You'll be brought to the category page with the list of resources. Click on the resource name or '**Read More**' to go to the resource page to see more info.

Categories

[Device Programs \(7\)](#)
[Digital Literacy \(41\)](#)
[Local Resources \(126\)](#)
[Public Resources \(11\)](#)
[Student Resources \(3\)](#)
[Uncategorized \(6\)](#)

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Device Programs

Computer Recycling Program
<https://www.theworkingcentre.org/computer-recycling/178>
 The Working Centre
[Read More...](#)

Computers for Kids
<https://cfkcanada.org/>

Search here..

Categories

Device Programs (7)
 Digital Literacy (41)
 Local Resources (126)
 Public Resources (11)
 Student Resources (3)
 Uncategorized (6)

#3D #3Dprinting #adult #allages
 #america #canada #chromebook
 #computer #courses #create #design

3 Keywords

You can find resources based on keywords. From the home page or other pages, there are a list of keywords on the right. Click on a keyword to explore resources tagged under this keyword.

You'll be brought to the keyword page with the list of resources. Click on the resource name or '**Read More**' to go to the resource page to see more info.

Keywords

#3D #3Dprinting #adult #allages
 #america #canada #chromebook [#computer](#)
 #courses #create #design #devices
 #digitalliteracy #dropin [#english](#)
 #hotspot #iMac [#inperson](#) #internet
 #iPad #laptop [#learning](#) [#lending](#)
 #makerspace #nhnseniors #olderadult

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#computer

Adults Computer Workshop, Children's 3D Printer Class, 3D Printing Workshop
<https://bellevillelibrary.ca/adult-programs>
 Belleville Public Library
 Adults Computer Workshop - A program for Belleville Public Library members that teaches computer basics, email and internet usage, and more. Pre-registration required and limited space. Prioritizes first time attendees and library cardholders. Children's 3D Printer Class - A weekly 3-week long program that teaches those 10 years old and up how 3D software and printers work. Pre-registration required. 3D Printing Workshop - Hands-on program that teaches how to download or design 3D objects and use the software connected to the library's 3D printer. Pre-registration required and limited space.
[Read More...](#)

Search here..

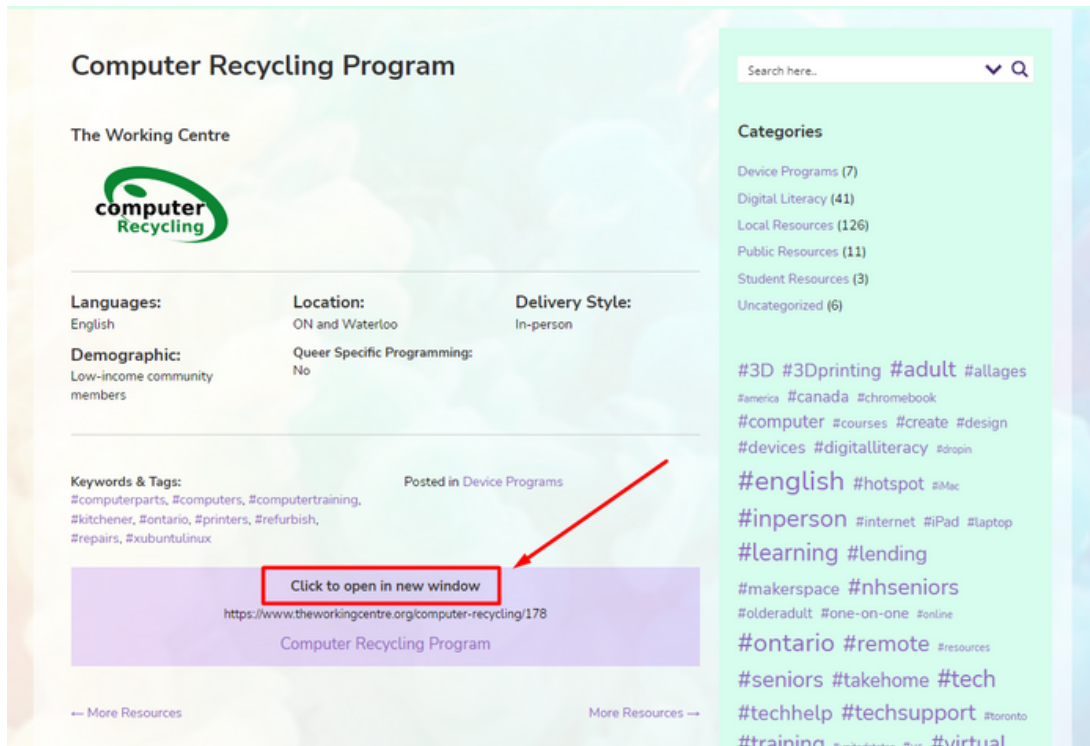
Categories

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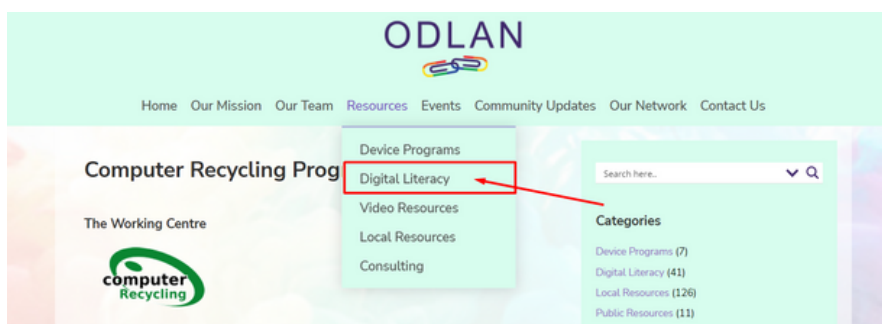
#3D #3Dprinting #adult #allages
 #america #canada #chromebook
 #computer #courses #create #design
 #devices #digitalliteracy #dropin
 #english #hotspot #iMac

Resource page

Each resource has its own page with detailed information about the resource and a link to the resource's own website.



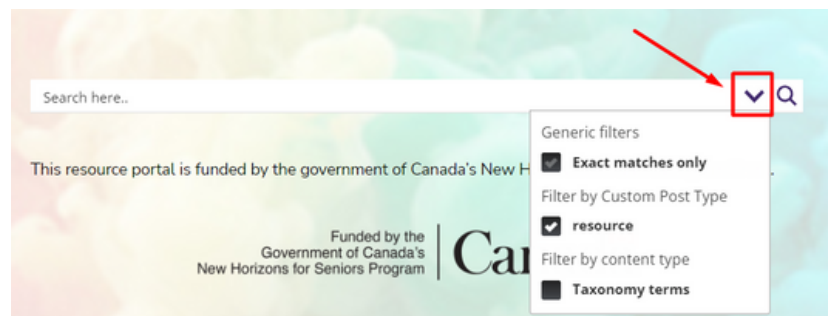
Other features



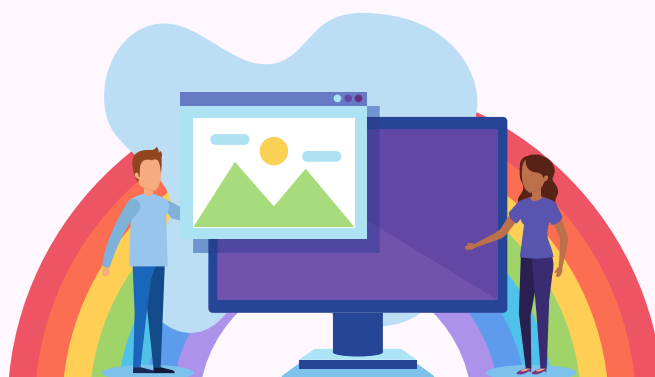
From the menu at the top of the page you can hover over the **'Resources'** tab to see different types of resources ODLAN has to offer.

On the search tab, you can click the downward arrow to choose filters for your search results.

This can help narrow down your search by filtering out results. For example if you select **"Exact matches only"** this will only show results containing your exact search text.



Thank you for reviewing our resource packet.



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