

Empowering Elderly with Cybersecurity and Technology Skills for Independent and Safe Digital Living

Project Summary

The Internet Society Armenia Chapter suggests implementing a comprehensive program for the Association of Healthcare and Assistance to Older People (AHAOP) to equip 25 elderly people with essential knowledge and skills in cybersecurity and technology use. Recognizing the increased vulnerability of the elderly population to online scams, fraud, and digital threats, this project addresses the critical need for elderly individuals to navigate the digital world safely and independently. In addition, as many elderly people live alone and manage essential tasks such as utility payments online, the program aims to build their confidence and capability in using technology securely.

To ensure long-term impact, the project will include the donation of technological devices, such as tablets or computers, to AHAOP. This donation will allow elderly participants to continue practicing the skills they have learned in a supportive environment and access digital services essential to their well-being. The initiative will also provide continuous digital education at AHAOP, fostering ongoing skill development and empowering the elderly to lead more independent lives.

The donation of computers represents chapter's inclusion for the project and is not reflected in the budget.

A central feature of the center is the Seniors' Creativity Lab, a thriving social enterprise designed to address multiple needs. The lab not only supports the financial independence of the organization through sustainable social entrepreneurship but also provides meaningful opportunities for older adults to engage in productive activities. Equipped with sewing machines, embroidery tools, and other devices, the lab enables the creation of a wide range of products.

By involving individuals aged 60+ in these initiatives, the Creativity Lab fosters a sense of purpose, enhances self-esteem, and promotes intergenerational connections. This engagement also contributes to their financial stability, helping older adults to achieve a more secure and independent lifestyle.

Currently, SCL accepts orders to sew tote bags and frequently collaborates with external organizations for printing services. To enhance its efficiency and expand its creative potential, SCL aims to be equipped with a Heat Press Sublimation Termopress machine. While the lab has already received a special printer as a donation, the addition of a heat press machine would allow it to complete the production process in-house. This development would reduce reliance on external services, improve production timelines, and allow for the customization of designs directly within the lab.

Moreover, the ability to handle sublimation printing independently would open new avenues for product diversification, such as creating custom-printed bags, apparel, and other items. This

upgrade would increase the lab's competitive edge in the market while providing more engaging and skill-enhancing opportunities for the older adults involved. By empowering participants with access to advanced tools and training, the lab would further solidify its role as a model for sustainable social enterprise and a beacon of purposeful engagement for older generations.

The Heat Press Sublimation Termopress machine will be provided by the Chapter as its own inclusion to the project and will not be reflected in the budget.

Project Objectives

1. **Strengthen Cybersecurity Awareness:** Equip elderly participants with the necessary skills to recognize and prevent common cyber threats, including phishing, online scams, identity theft, and digital fraud.
2. **Enhance Technology Literacy:** Provide comprehensive training on the use of digital devices, online communication tools, and essential applications for daily tasks, such as online banking, utility payments, and healthcare services.
3. **Promote Independent Living:** Help elderly individuals maintain their independence by teaching them how to utilize technology for everyday tasks, thereby reducing their reliance on external help.
4. **Technology Donation for Continued Learning:** Provide AHAOP with technological devices, such as tablets or computers, to enable participants to continue practicing their digital skills in a supportive and familiar environment.
5. **Ensure Long-Term Impact:** Establish a lasting educational initiative at AHAOP, offering ongoing digital literacy support to elderly individuals beyond the project's completion.
6. **Provide additional equipment to Seniors' Creativity Lab:** Purchase a heat press machine.

Key Activities

- **Cybersecurity and Technology Workshops:** Organize a series of interactive workshops for 25 elderly specialists, focusing on digital safety, online communication, and secure use of online services such as banking and healthcare.
- **Practical Training:** Offer hands-on sessions to teach the participants how to use tablets, computers, and other digital devices for tasks such as making payments, booking appointments, and socializing online.
- **Technology Donation:** Donate tablets, computers, or other appropriate devices to AHAOP, enabling participants to continue practicing their skills and gaining further proficiency.
- **Ongoing Digital Education at AHAOP:** Create a digital corner or technology hub at AHAOP where elderly individuals can access devices, receive continuous support, and further improve their digital literacy over time.

Expected Outcomes

- Increased cybersecurity awareness and reduced vulnerability to online fraud among elderly participants.

- Enhanced digital skills, enabling elderly individuals to independently manage online tasks and engage in the digital world with greater confidence.
- Provision of devices for continued learning and skill development at AHAOP, ensuring sustainable impact beyond the project period.
- Empowerment of elderly participants to use technology for communication, personal finance management, and access to essential services.

This project will contribute to the broader goal of promoting active aging and digital inclusion for the elderly, ensuring they are better equipped to live safely and independently in a digital age.

Target Audience

This program is designed for elderly individuals aged 60+ who are eager to embrace digital literacy and enhance their cybersecurity awareness. It also provides unique opportunities for participants in the Seniors' Creativity Lab to expand their skills and engage in purposeful activities.

Why This Project Matters

By addressing the critical need for digital inclusion among the elderly, this project bridges the gap between generations and ensures that older adults are equipped to thrive in the modern world. Beyond practical skills, the initiative fosters confidence, independence, and a sense of community. It transforms vulnerability into empowerment and creates lasting impact by combining education, innovation, and creativity.

Budget and Sustainability

The requested funding will cover workshops, technology donations, and the heat press machine. By empowering elderly participants with tools and training, the program ensures both immediate benefits and long-term sustainability. The Seniors' Creativity Lab's enhanced capabilities will also contribute to financial independence for AHAOP, creating a self-sustaining model of social enterprise.

This project is more than an initiative; it's a catalyst for change. Together, let's empower the elderly to live safer, more connected, and more fulfilling lives in the digital age.

Course content

Module 1: Cybersecurity Awareness

1. Understanding Cyber Threats

- What are phishing, online scams, identity theft, and digital fraud?
- Real-life examples of cyber threats targeting seniors.

2. Safe Internet Practices

- How to identify suspicious emails, links, and messages.
- Importance of using secure websites (https://).
- Safe browsing habits and understanding privacy settings.

3. Password Security

- Creating and managing strong passwords. o Introduction to password managers.

4. Device Security

- Keeping devices updated with the latest security patches.
- Using antivirus software and firewalls.

5. Protecting Personal Information

- Avoiding oversharing on social media and online forms.
- Secure handling of sensitive information like IDs and bank details.

Module 2: Technology Literacy

1. Basic Digital Skills

- Understanding digital devices: smartphones, tablets, and computers.
- Navigating operating systems (Windows, Android, iOS).

2. Using Essential Applications

- Email setup and usage.
- Video conferencing tools (Zoom, Skype, WhatsApp, Video).
- Introduction to internet browsing: finding information, using search engines effectively.

3. Online Banking and Payments

- How to securely use online banking apps. o Paying bills and making purchases online.

4. Cloud and Digital Storage

- Basics of cloud storage (Google Drive, OneDrive). o Backing up and retrieving important files.

5. YouTube for Learning and Entertainment

- Finding educational videos and tutorials.
- Creating playlists and subscribing to channels. o Ensuring safe and appropriate use of YouTube.

6. Introduction to MS Office

- Basics of Microsoft Word: creating and editing documents.
- Microsoft Excel for simple data management. o PowerPoint for creating basic presentations.

Module 3: Technology for Independent Living

1. Daily Life Apps

- Grocery delivery apps.
- Transportation apps (navigation, maps, etc).

2. Entertainment and Socialization

- Streaming services for music and video.
- Safely engaging on social media to stay connected.
- Exploring YouTube for hobbies, fitness, and relaxation.

3. Digital Scheduling

- Setting reminders for medication and appointments. o Utilizing digital calendars and to-do apps.

Module 4: Ensuring Long-Term Impact

1. Sustained Learning Opportunities

- Access to a library of digital resources (ebooks, guides, videos) for self-paced learning.
- Subscription to relevant newsletters or blogs for continuous updates on technology trends and cybersecurity.

2. Resource Kits

- Providing video tutorials, guides, and FAQs.
- Links to trusted websites and YouTube channels for ongoing learning.

3. Mentorship

- Creating support groups for participants to share experiences and tips.
- Individuals follow up mentoring for 6-10 hours during 6 months for each participants

Objective

To empower elderly individuals aged 60 and above with essential cybersecurity knowledge and technology skills, enabling them to navigate the digital world safely and independently, enhance their daily lives through technology, and build long-term confidence in utilizing digital tools for communication, financial management, healthcare, and other essential services. This program ensures elderly participants gain the confidence and skills to navigate the digital world safely, empowering them to live more independently.

Enhancing Productivity Through Smaller Groups

Since the program is designed for 25 participants aged 60 and above, we propose dividing them into 2 groups. This approach will create a more focused and productive learning environment, ensuring that each participant receives the necessary attention and support to achieve the program's objectives.

"Empowering Elderly with Cybersecurity and Technology Knowledge and Skills (for 12-13 participants) per Group includes`

- Trainer's fee
- Training Coordinator
- Training Assistant
- Tech support
- Promo materials

2 times per week (2 hours daily)

Training Evaluation, Report and Certificates: To identify effectiveness and relevance of the training, general satisfaction of the trainees, as well as applicability of gained knowledge and skills, feedback forms will be distributed to training participants at the end of the training.

Lead training expert will guide participants through the sessions, offering valuable insights and practical strategies. Additionally, several experienced trainers, each specializing in various aspects of cybersecurity and technology, will be involved in the program to ensure comprehensive and engaging learning experiences for all participants.