

Bring Cyber-Seniors to Your Classroom, Campus, or Club



Who We Are

Building on Director Saffron Cassaday's 2014 award-winning documentary film and the high school community service project that inspired it, Cyber-Seniors is a non-profit organization that connects tech-savvy youth to older adults. Since its inception in 2015, Cyber-Seniors has developed and disseminated thousands of resources that have enabled organizations throughout North America and the world 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.

Our Mission

Cyber-Seniors' mission is to bridge the digital divide and connect generations through technology.

Pre-COVID, Cyber-Seniors achieved this mission by working with community partners to provide in-person programs. When COVID-19 restrictions were imposed, Cyber-Seniors responded by adapting its existing service delivery model to a virtual format.

How Young People Benefit from Cyber-Seniors

The Cyber-Seniors program provides as much benefit to young people as it does seniors citizens. Through their training and volunteer experience, teens and young adults develop important workforce readiness proficiencies such as problem solving, organizational & leadership skills, effective communication and professional work ethics. Volunteer mentoring hours are automatically logged by the Cyber-Seniors website and digital badges and certificates that acknowledge their achievements and volunteer hours are awarded. Older adults benefit from the program by being able to access affordable, effective technology training. Eliminating the digital divide allows intergenerational relationships to thrive, addresses the growing problem of social isolation amongst the elderly, and provides both youth and seniors with valuable learning opportunities and skill development.

Our Experience

- Cyber-Seniors has been training young people to become digital mentors for senior citizens since 2015. We are the only organization in North America that has developed a standardized training program

which focuses on teaching young people (who by nature are experts in technology) to work with, and be effective teachers of technology to older adults.

- The Cyber-Seniors online portal automatically administers surveys after students have completed 9 hours of volunteer service. The survey measures changes in attitudes toward aging and stereotype reduction, as well as improvement in skills such as goal setting, time management, leadership & problem solving, using the Youth Experience Survey (YES).
- Independent analysis, carried out by Professor Skye Leedahl, PhD from the University of Rhode Island, in 2016/2017, found that teens who participated in the Cyber-Seniors program gained skills in goal setting, time management, leadership, responsibility & more. This study was published in Gerontology & Geriatric Education in Jan 2018 & in the The Journal of Gerontological Social Work in March 2018.
- The Cyber-Seniors program uses advanced technology that ensures security and quality assurance in the delivery of all of its training programs and one-on-one tech support.

How to Bring Cyber-Seniors to Your Classroom, Campus or Club

Whether you are a teacher, a school administrator or run a youth organization, there are several ways to get your students involved with Cyber-Seniors

Option #1: Download the FREE flyers available on our website and distribute them to your students or place a notice on your website with a link to our Mentor Training Registration page. Interested students can visit the Cyber-Seniors website and sign up on their own. Once they have completed the online Mentor Training Program and Volunteer Profile, they will be notified of volunteer opportunities. These include participating in group webinars and offering one-on-one mentoring for seniors. Their volunteer hours will be automatically tracked and they can download supporting reports and certificates of completion directly from the Cyber-Seniors website.

Note: If you are linking to our website be sure to include our Logo and acknowledge Cyber-Seniors as a partner. Refer to Terms and Conditions, available on our website.

Option #2: Teachers and Youth Leaders who want to incorporate the Cyber-Seniors into their classroom or club, can register as an organization <https://cyberseniors.org/organizations/> and send email invites for their students to register. The benefit of signing up as a group, rather than having your students sign up individually, is that you will be able to monitor whether your students have completed the training, how many volunteer hours they have completed, and whether they are completed an impact survey.

Note: Option #1 and #2 are FREE and do not require you to recruit seniors from your community. Volunteers will be matched up with seniors from across North America.

Option #3: SET UP YOUR OWN CYBER-SENIORS PROGRAM

Setting up a Cyber-Seniors program offers educators and youth leaders many benefits.

- Provides a turn-key curriculum.
- Sets up a pipeline of experiential learning opportunities for students and takes the hassle out of finding appropriate work experience (that matches course objectives) in your community.
- Elevates your school or club's profile, by providing a valuable service to seniors in your community.

- Provides an opportunity to partner with other organizations in your community.

In-Person Cyber-Seniors Program

To set up an in-person program we recommend you download the Cyber-Seniors Start-Up Manual from our website. Cyber-Seniors is not able to assist you with scheduling or managing an in-person program, however our system and extensive resources are available to you free of charge.

On-Line Cyber-Seniors Program

To set up a virtual program Cyber-Seniors can provide you with a quote to use our secure technology (which is important when serving vulnerable populations – youth and seniors) and automated system, that cannot be readably or affordably reproduced. Our pre-COVID experience in developing teaching tools and resources, coupled with the thousands of volunteer hours we have coordinated and overseen since the COVID-19 outbreak, has provided us with a level of expertise that we believe schools and youth organizations can benefit from.

Services we can provide for your organization:

- **Support for Incoming Calls:** Cyber-Seniors can provide your organization with its own unique toll-free phone number that is answered in English, Spanish and French - 5 days/week, 9 am to 9 pm EST. Calls come in through Cyber-Seniors' secure call center platform that blocks all numbers (ie. operators cannot see incoming numbers) and all calls are recorded. After-hour messages are returned the next business day.
- **Managing One-on-One Mentoring Sessions:** Cyber-Seniors can provide your organization with a calendar plugin to post on your website. This allows visitors to your website to sign up for one-on-one sessions with a mentor. Seniors specify what they are looking for help with and their language preference. They can also request a specific mentor and invite a caregiver to be included in the session. When a senior signs-up, Cyber-Seniors will search its data base and send out notifications to mentors in your community that match the search criteria. If no one from your community is available, we will pull from our large and diverse volunteer database to find a suitable candidate. Cyber-Seniors uses a secure cloud-based communication platform for all one-on-one telephone support. Callers' numbers are hidden from the operator's view and calls are recorded. In addition, Cyber-Seniors monitors calls to ensure timeliness. If and when a call is delayed, we step in immediately to investigate and rectify the problem.
- **Webinar Production:** Cyber-Seniors can provide a Zoom platform, set up registration (making sure to collect demographic information), and oversee the production of any number of webinars on any topic you choose. Webinars are staffed with one of our professional trainers as well as 4 mentors for every 20 seniors participating, and we can involve your students in all aspects of this service. All sessions are recorded, edited and can be made available from your website or YouTube channel.
- **Assurance of Adequate Volunteer Hours:** We understand that many schools want their students to work with seniors from their own community to create and build strong intergenerational relationships. However, sometimes students require more volunteer hours than they are available to acquire by mentoring only seniors in their own community. In this case, students can sign up for additional mentoring opportunities outside their immediate community to ensure they complete

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their course requirements. This takes the pressure off teachers and students, to be constantly recruiting seniors from within their community.

- **Impact Surveys:** Cyber-Seniors can provide you with impact data from standardized surveys that we administer to determine if participating students experience changes in attitudes toward aging, stereotype reduction, and improvement in skills such as goal setting, time management, leadership, problem solving, etc.

If you are interested in exploring the best partnership structure for your organization please send us an email to set up a meeting (info@cyberseniors.org) and/or complete [this quick questionnaire](#), which will guide you to think about how you anticipate using our assets, the type of services you want to provide to your students and your goals in providing this service.

Once we have received the questionnaire back from you, we will prepare a comprehensive proposal outlining options to deliver the service you are interested in, along with the cost to achieving it.

Cyber-Seniors is happy to provide grant writing assistance in the form of describing who we are and what role we will play in your project. A detailed line item budget can also be provided for submission with your grant proposal. A sustainability plan is usually required as part of most grant applications and Cyber-Seniors will work with your organization to develop a realistic sustainability plan for after the grant period has ended.

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