

Cyber-Seniors' Internship Programs



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

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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.

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Cyber-Seniors provides supervised online internships where students can receive real work experience and earn school credits. All interns must complete the Cyber-Seniors Mentor Training Program and a portion of their internship involves providing seniors with technology training and support. In addition, under the supervision of a Cyber-Seniors staff member, students are assigned a work project based on their interest, course requirement and qualifications. Some examples of work projects students may be assigned include:

- ⇒ Social Media Content Development
- ⇒ Tech Webinar Content Development
- ⇒ Social/Health Webinar Content Development
- ⇒ Social Media Strategy and Analysis
- ⇒ Blog Development and Search Engine Optimization
- ⇒ Video Editing
- ⇒ Data Analysis
- ⇒ Website Maintenance
- ⇒ Community Outreach
- ⇒ Fundraising and Sponsorship development
- ⇒ Event Planning
- ⇒ Graphic Design
- ⇒ Story Writing/Interviewing
- ⇒ Program Analysis and Report Writing
- ⇒ Grant/Proposal Writing
- ⇒ Technology Resource Development
- ⇒ App Development
- ⇒ Public Relations and Media Outreach

How the Internship Process Works

- All work shifts are a minimum of 3 consecutive hours.
- Each intern is assigned a supervisor and given set work hours and days.

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- At the beginning of each shift the Intern is required to report to their supervisor and discuss their work assignments for the day.
- In most cases, the intern is given at least two group mentoring assignments per placement. If interested, they are encouraged to participate in more.
- Throughout the Intern's shift they are required to provide updates and share documentation of their work with their Supervisor. They may also indicate their progress on a Google Doc and attach any relevant documentation.
- At the end of each work shift Interns are required to check in with their Supervisor, to deliver a status report of their work and share any relevant documentation.
- Interns also take part in staff team meetings and may be required to present their work to their colleagues.

Cost

Cyber-Seniors charges a nominal fee of \$50/student to cover the cost of supervision and reporting.

If you are interested in placing your students with Cyber-Seniors, please complete and submit the ["Internship Request Form"](#). Tess Finlay, HR Director, will contact you.

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