

GUIDELINES FOR ORGANISATIONS

WISHING TO INTEGRATE IT CONSULTATIONS FOR SENIORS INTO THEIR ACTIVITIES

These guidelines are primarily aimed at organisations that **organise voluntary activities** in the course of their normal activities, or that are active in the **social field**, or that provide **assistance to the elderly**.

- Be clear about your **goals and expectations** for this initiative. This will help you to target your activities appropriately and measure the success.
- Consultations need a suitable location, volunteers, informing the community and a timetable. Make sure you have **sufficient resources** to carry out these activities.



- Evaluate your organisation's **experience** in working with **young people** or **seniors**. Consult with youth and senior organisations if needed.
- Volunteers will give advice on **everyday IT issues**: smartphones, WiFi, social networking, online safety etc. They don't have to know **all the answers**, but they will try to find the answers. Please advise them on where they can find **more information** if needed.
- Provide volunteers with the knowledge they need to communicate with elderly people, offer learning resources, and the **guidelines for young volunteers**.

- **Inform seniors** about the possibility of counselling and help them to **register** for counselling and **stick** to the agreed times.
- **Complement** other activities: organize consultations during community festivals or international **campaigns** such as Senior Days Online, Safer Internet Week, Seniors Day, All Digital Week, etc.
- Take into account the **opinion of seniors and volunteers** to better understand their needs and opportunities and to increase the attractiveness of these activities. The goal is not only digital skills but also **intergenerational communication!**