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Welkom Online

PROMOTER OF THE INITIATIVE: Ouderen Fonds / The Netherlands /
https://ouderenfonds.nl/samenlevensamenonline_rotterdam/

TARGET GROUPS: Elderly people

YEAR(S) OF IMPLEMENTATION: Since 2018

DESCRIPTION:

Welkom Online is a teaching program initiated by the National Fund for the Elderly, VodafoneZiggo, ASML and the Ministry of the Interior and Kingdom Relations of the Netherlands. The aim of *Welkom Online* is to introduce elderly people to the possibilities of the internet and to make them digitally self-confident and gain digital skills so that they can connect more with friends and family and also have fun being online.

The free lesson program helps elderly people take their first steps online in an accessible way. It is designed to guide elderly people step by step, so that afterwards they have the confidence to work independently on the internet. Using short videos and online step-by-step plans, elderly people are guided through current topics, such as using apps, taking photos and what exactly the internet entails.

The workshops on location focus each time on a different theme: health, mobility, the first steps on the internet, the QR code or searching on the internet. Elderly people practice together with other elderly people from the neighborhood under the guidance of a trained volunteer. For example, they learn about video calling, planning an outing and useful apps. After the workshop they can take further steps online at home.

OUTCOMES:

The National Fund for the Elderly is a national charity. Together with companies and agencies, governments, donors, ambassadors, volunteers and employees, they are committed to the same goal: a society in which every elderly person lives his or her life as he or she wishes.

The Fund is convinced that every elderly person counts. That is why they want to help elderly people continue to enjoy themselves in the new digital world. By gaining digital skills and getting to know more about the usage of digital devices loneliness and vulnerability among the elderly are jointly tackled and elderly people become more self-confident. They learn new things, become more active and dare to undertake new experiences.

Welkom Online Program

It deals with the following subjects:

- Social life: Learn everything about email, WhatsApp and social media.
- Healthy life: How do you make an appointment with the doctor? And how do you arrange a repeat prescription online?
- Active life: Plan your itinerary or find information about outings.
- Daily life: What is internet banking? And how does online shopping work?
- Mobile life: Calling, taking photos, texting. What can you do with your mobile phone?



Quick tips

Current online themes are tackled in short videos, accompanied by a step-by-step plan.

Welkom Online Workshops

The *Welkom Online* workshops are organized throughout the Netherlands, so there is always a location nearby. The participants choose which theme they want to learn more about and which workshops they attend. They bring the device they prefer to work on to each workshop. This can be a tablet, smartphone or laptop. A workshop lasts approximately 1.5 hours.

EFFECTIVE APPROACHES FOR IMPROVING DIGITAL COMPETENCES OF ELDERLY PEOPLE:

- Training programme
- Training course (face-to-face, online or blended)
- Online platform
- Confidence-building methodology

WEBSITE OR OTHER ONLINE CHANNELS:

<https://app.welkomonline.nl/onderwerpen/#/>

<https://welkomonline.nl/tip/wat-kan-online>

https://www.youtube.com/watch?v=bjfiB8_4bHI