

Digital personal health checks: input for policy & Projects on Digital inclusion for Elderly people

State of play

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Expert committee stakeholders

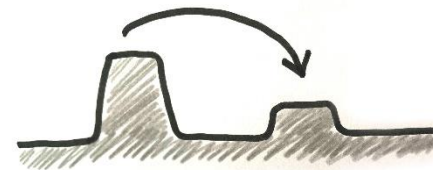
- ▶ involve users



- ▶ use tools to develop inclusive tools

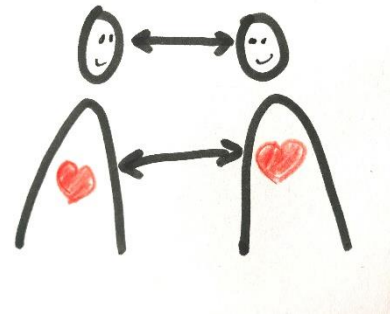


- ▶ don't underestimate information literacy



Senior citizens committee

- ▶ use the networks of the elderly



- ▶ logging in seems to be a stumbling block



- ▶ Support: make the person feel comfortable



Best practices

- 1. Cultural sensitive digital buddies (Cultuursensitieve Digicoaches)**
Young people support people over 55 with the same cultural background in personal help with digital requests. These young volunteers speak Serbian, Somali, Papiamentu, Vietnamese, Turkish, Farsi, Dari, Kurdish, Spanish or Lingala (Congolese language).
- 2. Local courses on digital skills** (national programme of all Dutch libraries)
- 3. Beeldbelbrigade** (students who help elderly people with videoconferencing with their general practitioner)
- 4. Comforthouses** (comfortwoning.com): presentation on June 18th

Relevance of selected best practices

Link with EUDIGIT's objectives

EUDIGIT's objectives	n°	Action/ project
Strengthening EU citizenship and citizens awareness		
Contributing to reduce the digital gap in cities		1-4
Co-building digital policies with citizens		4 & our research on the digital personal health checks (our expert/elderly meeting)

Living Atlas Rotterdam on digital inclusion for elderly



ATM at shopping center Hoogvliet
(Google Streetview)
May 7th 2021; 10:10 - 10:50am



Aldi cash desk at shopping center Zalmplaat
May 7th 2021; 11:05 - 11:35am



ATM at Shopping center Stadhoudersplein (Google Streetview)
May 20th 2021; 2:35 - 3:35pm



Market Blaak
(tripadvisor.com)
April 20th 2:45 - 3pm



Tram stop at Heemraadsplein
May 15th 2021; 0:30 - 1pm



Ticket machine at Central Station (wikipedia.org)
May 21st 2021; 2:00 - 3:30pm

TIME, the common thread running through the Living Atlas Rotterdam



Europe for Citizens
Programme



Market Blaak
April 20th 2:45 – 3pm
6 elderly; 2 not elderly

Observations:

- They all paid cash (but later it became clear that there was no cash card possibility :-)



Ticket machine at Central Station
May 21st 2021; 2:00 – 3:30pm
4 elderly

Observations:

- 3 used the ticket machine; 1 stopped
- There were nearly no people, possibly because of the weather
- Elderly people seem to take more **time** to read the instructions and study all the buttons and slots before putting their card in the machine or typing what they need.



ATM at Shopping center Stadhoudersplein
May 20th 2021; 2:35 – 3:35pm
11 elderly; 16 not elderly

Observations:

- It seemed that elderly people took more **time** for withdrawing the money,
- And one was carefully counting the money afterwards



Tram stop at Heemraadsplein
May 15th 2021; 0:30 – 1pm
4 elderly

Observations:

- All elderly used the public transport chip card
- 3 out of 4 times the tram assistant helped

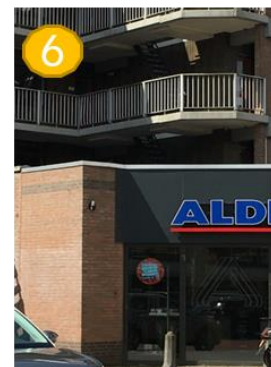
keeping the door open



ATM at shopping center Hoogvliet
May 7th 2021; 10:10 – 10:50am
9 elderly

Observations:

- Elderly people seem to take more **time**
- They are concentrated, or are they reading quietly?
- It works, but they seem uncomfortable with the touchscreen, especially compared to the young and middle-aged who finish faster with pins



Aldi cash desk at shopping center Zalmplaat
May 7th 2021; 11:05 – 11:35am
7 elderly

Observations:

- 3 paying cash, 4 paying chip card
- Mostly male paid with card, women cash
- Paying with card: were much more concentrated than other people; looked as if they were afraid to make a mistake

Thank you for your attention!



Gemeente
Rotterdam