WSIS+15
FORUM 2020
6-9 April
Geneva, Switzerland

Fostering digital transformation and global partnerships:
WSIS Action Lines for achieving SDGs

Invitation

WSIS Track on ICTs and Older Persons

ICT Literacy to Empower and Include Older Persons
Organised by the Centre for Socio-Eco-Nomic Development (CSEND)
26 June 2019, 14:00-15:00
WSIS Online Conference on Zoom
Chair: Raymond Saner (CSEND, Geneva)

Digitalisation is restructuring and reframing all aspects of our societies. ICT with its power of connectivity and portability, could greatly help the ageing population be less dependent on others and retain a more autonomous life style. This would mean for older persons to remain effectively engaged in the daily activities through the use of digital tools. Dahlke & Ory (2017) stated that "aging, technology and health issues will be inextricably linked in the future".[1]

As information and services are becoming more and more decentralized and are often available in the cloud, an increasing number of older persons are expected to use services which are increasingly Internet-based namely: health, education, finance, car service, food delivery and others[2]. According to Internet World Stats (2020), from a total of 7.8 billion people worldwide, 40.4% of the population is digitally excluded. In the case of Asia, for example, with a total population of 4,294,516,659, 44.9% experience digital exclusion. In contrast, Africa has the lowest penetration rate of internet usage and of 60.7% of the total population.[3]

Besides its convenience and many other benefits, ICT technologies also create new vulnerabilities and could negatively affect the older population disproportionally for

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[1] Dahlke, D.V. & Ory, M.G., 2017, Emerging Opportunities and Challenges in Optimal Aging with Virtual Personal Assistants. Public Policy & Ageing Report, The Gerontological Society of America, Volume 27, Issue 2, 2017, Pages 68–73. July. https://academic.oup.com/ppar/article/27/2/68/4055878

[2] Information and Communication Technologies (ICT) are becoming omnipresent in our daily lives due to the increasing tendency to use the Internet and mobile devices such as smartphones and tablets, that have allowed access to information and services anytime, anywhere, thanks to their portability (Navarro et al., 2017; Engel et al., 2018)

[3] The International Digital Divide, Globalisation 101, a project of SUNY Levin Institute, http://www.globalization101.org/the-international-digital-divide/

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understandable reasons especially when it comes to financial risks and fraud. For this reason, older persons need to be empowered to protect themselves from such risks and be given recourse should such abuse occur.

Digitalisation impacts older persons differently depending several factors. The socio-economic status of the older person plays a determining role in regard to access to ICT based services. A larger number of the older population could be left behind the rest of the age-groups. [4]

Therefore, there is a growing demand for technologies that could better meet the needs of older persons regardless of economic status or nationality.[5] Innovations are needed to support older person in their quest for remaining productive, such as assistive technology, Artificial Intelligence or robotics. Without digital literacy and confidence, older persons can be excluded from access to information, learning and social opportunities.

The objectives of this workshop are to showcase the existing practices and examples in applying ICT to respond to the needs of the older persons and to gain insights on the gaps that might exists in regard to safeguarding older persons' autonomy and protection.

This event will explore how ICT technologies are deployed in different functional areas in promoting the wellbeing and inclusion of older persons covering areas like mental health, physical health, safety, employability, learning, and related social innovations. Case examples will be presented to highlight the criticality of being equipped with digital literacy and confidence to be engaged with society and able to reach the benefits and opportunities offered by the various applications of ICT technologies.

Format

Each panellist will be briefly introduced by the chair and invited to make opening remarks of 4 minutes maximum to frame their work and give context. Then the moderator will post one more question to each of the panellist who has 2 minutes to respond. A Q&A session will be open to all audience through the chat function of the webinar.

A closing summary of 3 minute will highlight lessons learnt regarding design thinking and service provision concerning the policy formulation, training and education, product interface for the older persons.

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[4] Choi and DiNitto, 2013; Hodge et al., 2017
[5] For example, in the United States adults over 65 will outnumber children by 2030, and in Japan, more than 40% of the country will be over 65 by 2060. *From robots to virtual reality: 4 ways tech can improve seniors' lives*, https://news.itu.int/tech-seniors-lives-robots-ai-iot-vr/.

Chair/Moderator:

Prof Titular Raymond Saner (CSEND/Basel University), member of UN HLPF Stakeholder Group on Ageing and NGO Committee on Ageing in Geneva. He initiated the first workshop on ICT and Ageing during the 2019 WSIS and continues to work for the economic rights of the older persons. Currently, he participates in the ISO Technical Committees 314 on Ageing Societies to prepare a new ISO standard on age inclusive workforce. Prof Saner is a prolific writer and researcher covering human rights, responsible business conducts, organisational theory, behaviour science, psychology, negotiations, SDGs and arts. He serves in the PPP Bureau of CICPPP UNECE and contributes to the development of the UNECE People-First Public Private Partnership Standard and promotes the participation of older persons in major infrastructure investment projects.

Discussant

Prof Lichia Saner-Yiu (CSEND) has done research in the area of quality services in the care institutions and community-based day care services. She is a member of the UN HLPF Stakeholder Group on Ageing and the NGO Committee on Ageing in Geneva. She has designed and implemented major projects in performance improvement and organisational transformation in different countries. She publishes widely on learning technology, skill development, leadership and the role of NGOs in the context of SDGs and social development. Presently, she represents Switzerland in the ISO Technical Committee 314 on Ageing Societies and participated in the preparation of ISO Guidelines for an age inclusive workforce and the development of other standards related to active ageing and wellbeing.

Panellists:

NAME	REPRESENTING	ADDITIONAL INFO	Presentation Focus
Vitaljia Gaucaite Wittich	Chief, Population Unit, UNECE	In charge of ageing issues	UNECE and Inter-agency approach to digital inclusion and active ageing
Matthias Kliegel	Prof. and Chair of Cognitive Ageing, University of Geneva	Expert in Cognition and psychology of older persons, Member of European research network. Cognitive and clinical neuroscience of ageing and developmental disorder.	Prof Kliegel will present on cognitive and health behaviour changes across the lifespan through the use of ICT.

Silvia Perel-Levin	Chair of the NGO Committee on Ageing at the United Nations (UN) I n Geneva	Also representing the International Network for the Prevention of Elder Abuse (INPEA)	Mme Perel-Levin will speak on the ICT innovations in protecting the rights of older persons
Ann Lindsay	Representative to UN Geneva World Federation for Mental Health	Oxford University, Ret'd & Centre for International Peacebuilding, UN New York and UN Geneva Committee on the Status of Women	Mme Lindsay will speak on psychological wellbeing through online social connectivity & digital literacy
Alejandro Bonilla Garcia & Rene Kirszbaum	President Greycells

Member of the Executive Committee | Association of former international civil servants for development | Mr Bonilla Garcia and Mr Kirzbaum will speak on volunteerism, intergenerational teamwork and ICT |

LINK to join the session

https://itu.zoom.us/webinar/register/WN_5LhfsuEXTjK2GCcYOmNCbg
This link consists of the registration form, in which participants have to register to access the virtual workshop.