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## **ELDY BEST PRACTICES**

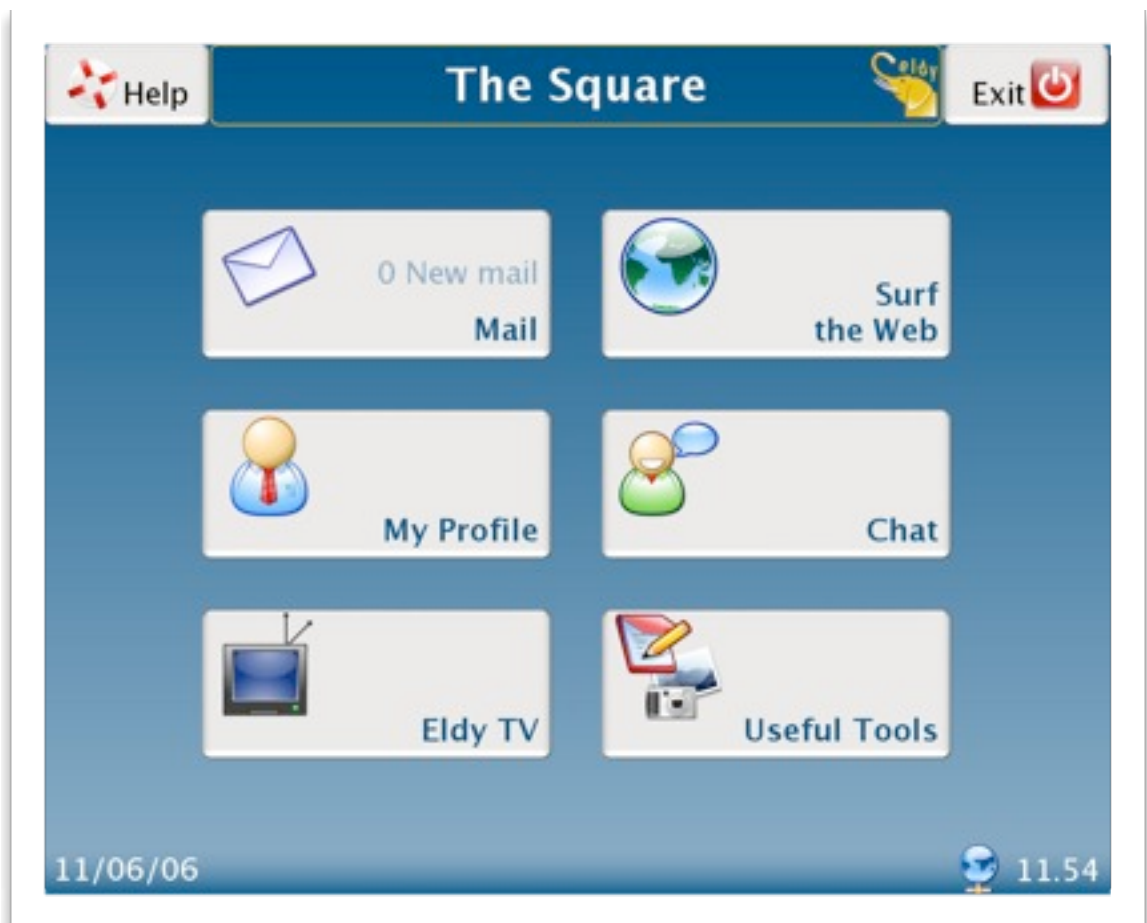
April 2012 - Eldy Ngo

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## 1 - ELDY

Eldy is a software that turns any standard computer to an easy-to use, intuitive and immediate interface that makes easy to write email, browse the web, chat, videoconfering, write a document, etc. Its graphical user interface (GUI) has been designed to help them in accomplishing the most common tasks.

The project started in the city of Vicenza (Italy) by a non-profit organisation, the Eldy Association ngo, whose aim is to reduce the technological gap between young and older people.



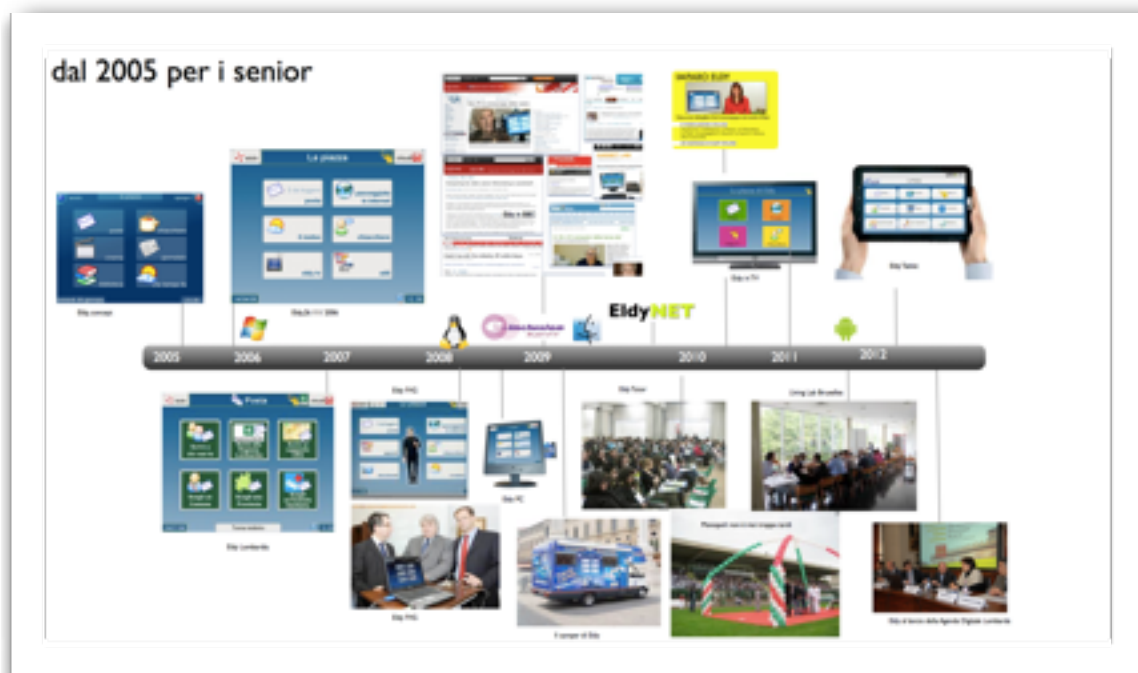
Eldy is distributed in 29 languages, for **PC** (Windows, Linux and Mac), for **Android tablet** and **Television**

Eldy is an easy application, very complete:

- is a pop3/imap client for eldy.org email but also any other email account
- has a particular browser with magnifier
- manages digital pictures
- allows pictures management and easy text editor
- has a lively community on chat sections.

In Eldy, fonts and buttons are bigger than usual. The software has an evident colour contrast between text and background. Unnecessary buttons have been removed to make the software interface easier to use.

Nowadays Eldy counts **400.000 users worldwide** and a **large variety of versions**, for localizing content or particular applications: Eldy Regione Lombardia, Eldy Ile de France, Eldy Regione FVG, Eldy Trento, Eldy Venezia, Eldy Tutor, Christian Catholic Eldy, Eldy for blind people, Eldy for Blood Donors Associations, Eldy for Retired People Union, Eldy Mexico.



## 2 - PROMOTING E-INCLUSION

Eldy is a software, a social network, a non-profit volunteer organization.

The project aims to reduce the digital divide which separates the elderly from using the Internet. Since launch of the software, elderly are now more included in our society. The Eldy Association has created a community based on ethical values such as friendship and mutual support. It has provided the software and organized many training courses, but the biggest contribution to the creation of the Eldy community has come from volunteers, who have spent a huge amount of time helping each other and teaching other seniors how to use the software.

Eldy ngo has collected a huge experience on reducing the digital divide among seniors.

Eldy has grown with small projects and large projects:

- libraries placed a Eldy Kiosk (Public Access Point),
- many Region/Province/Municipality started e-inclusion projects with Eldy,
- schools started intergenerational projects with Eldy-Tutor system
- Eldy van reached rural areas, distributing CD and training senior
- a retirement house started managed lessons for learning Eldy
- Eldy chat calls for a meeting and organize a two days conference
- a new custom version is required, with local content for Mexican region of Queretero
- Welfare Italian Ministry founded Eldy intergenerational projects

### 3 - THE TEAM

Eldy is a no profit organization counting hundreds of volunteers, but also professional teachers, researchers, professional educators, IT Engineers.

Eldy Lab (Vegan Solutions srl) is the technology partner. Vegan works for Benetton group and other large company as software development and system management; Vegan works hard to keep the best technical levels for Eldy architecture and services (email, chat etc) and is in charge of the software developments.

### 4 - ELDY IN DIFFERENT DEVICE

To tackle technological barriers, Eldy is for pc, an APP for tablet and for TV



## 5 - E-INCLUSION PROJECTS

Eldy has been used successfully in a large variety of e-inclusion projects.

Here are some examples:

### 5.1 ELDY - E-Government

Eldy has been adapted by some Regions and Local Public Administration with relevant local content to provide easy and immediate access to local websites, local services, local hospitals, via e-government modules.

This approach permits a wider participation of seniors and people with disabilities to the life of the community, involving this category of people in a modern connection with Public Administration online services, making some daily tasks easier to accomplish.

This project has taken place both in large Regions and very small rural areas.

Some examples are **Eldy Lombardia** (over 1 million CDs distributed to citizens), Eldy Friuli Venezia Giulia, Eldy Provincia Padova, Vicenza, Livorno, Trento, Venezia...

Eldy has localized with relevant local content to provide easy and immediate access to local websites, local services, local hospitals, via e-government module.



Example:

Eldy Lombardia (over 1 million CD distributed to Citizen)

Eldy Friuli Venezia Giulia, Eldy Provincia di Trento, Padova, Vicenza, Livorno, Venezia and many other local administrations.

more details:

<http://eldylombardia.it> (Italian)

## 5.2 ELDY - Rural Areas

Often people living in rural areas find difficult to reach a certain level of digital literacy, because of their culture and their reluctance towards new technologies.

Eldy has been the key of the success of this initiative because through this simplified software it has been possible for seniors to acquire basic technological skills quickly without particular problems.

Example: **Eldy-Borgofranco d'Ivrea**.

On a community of 3000 people, Eldy was taught to 300 seniors that lives in a rural area close to Ivrea (Torino, Italy).

Eldy was key on the success of the project because of it's easiness to be learnt.

Other examples: **Eldy-Tesero** (mountain area, in a village lived only by 300 seniors, with hard social problems): training in retirement house, social volunteering, contact to the lively online community.

## 5.3 ELDY - Intergenerational

Eldy has been taught to adults by students



The Eldy NGO launched in 2011 (on going) an intergenerational project that involved over 20 000 people throughout Italy: students from both secondary and primary schools, teachers, seniors and Public Administrations.

In this context, the students lived an experience of acting as '**Eldy facilitators**' to teach seniors the ABC of computer: how to send an email, how to surf on the Internet, how to use the chat to meet new people and keep in touch with their family, how to video-call their loved-ones, how to manage documents and digital photos.

The project was sponsored by the **Ministry of Welfare**, by several Italian Public Administration and by other private sponsors interested in strengthening their social corporate responsibility.

The innovative approach of the Eldy platform, the yearlong inclusion experience, the presence of a wide animated community of **400 000 users** and the involvement of volunteers who always give support, contributed to the great success of the project.

Please see the videos at:

<http://www.eldy.org/progetti/eldy-monopoli-3000-studenti/>

<http://download.eldy.eu/flashplayer/tgr/eldy-trento.html>

#### **5.4 ELDY - Training / Train the Trainer**

We teach Eldy to seniors directly, we teach to teachers how training Eldy.

As far as we have a unique experience on the training to seniors, we have several project going on with this TTT approach (train the trainer).

Eldy provides training, trainings materials (ppt, pdf), manuals and videos, to make the training straightforward for end users and trainer center.

#### **5.5 ELDY-KIOSK**

Eldy has been installed on a multi-user kiosk, so to be used in retirement houses, libraries etc, bringing seniors an accessible and practical tool to communicate with their families and friends in a modern way.

## 5.6 ELDY-VAN

Eldy has promoted widely, particularly to rural areas and small villages, with a team of volunteers going street by street with a Eldy Camper Van with 3 computers and training materials.

**People trained:** 4000 (on going project)

**Number of stages:** 100 stages in North of Italy





## 6 - PROJECTS' PATH

A standard e-inclusion project develops in three stages:

CUSTOMIZE	DISTRIBUTE	IGNITE
<p>A customized Eldy is provided, with local content or with a particular applications integration.</p> <p>If any particular need, standard Eldy is perfect.</p>	<p>Eldy needs an hardware: a pc or a tablet: it can be a dedicated pc or tablet, or a multi-users computer.</p> <p>CD can be printed and distributed for single-use pc, or multi-users environment (e.g. kiosk)</p>	<p>Having the easiest software and an internet connection is not enough: seniors need to be initiated to it.</p> <p>This can be done by training-classes, by volunteering, by professional service, by NGO, by students..</p>

## 7 - CONTACTS & RESOURCES

We have a unique experience on seniors and computer worldwide.

Teaching seniors is not about technology: it's much more. Necessary are patient, social skills, sensibility and multiculturalism.

We're based in **Vicenza**, a lovely small town closed to Venice, world famous for Andrea Palladio's architecture.

Come and visit us, we'll be happy to share experiences and methodology.

### 7.1 RESOURCES

[www.eldy.eu](http://www.eldy.eu)

[www.eldy.org](http://www.eldy.org)

[www.eldy.es](http://www.eldy.es)

[www.eldy.de](http://www.eldy.de)



Coverage by BBC

<http://news.bbc.co.uk/2/hi/technology/8352606.stm>