

BRIDGING THE DIGITAL DIVIDES

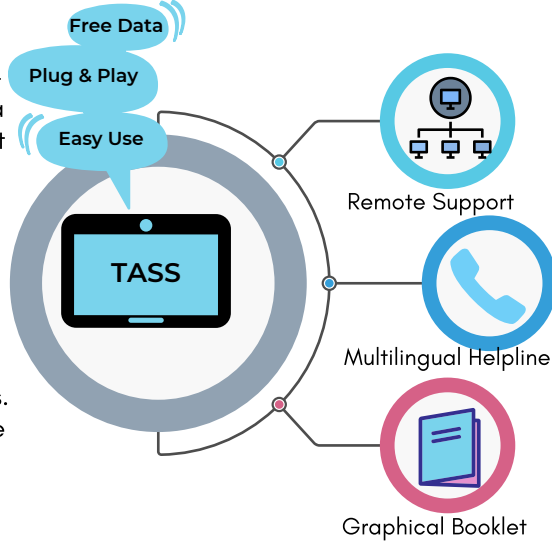
TECHNOLOGY, ACCESS AND SUPPORT FOR SENIORS (TASS)

BACKGROUND



COVID-19 pandemic started in March 2020. Public spaces were closed. Human Endeavour recognized the need to pivot to online services and offered TASS senior-friendly technology in May 2020.

May 2020 to November 2021, 600+ free tablets with data and technical support helpline have been provided to seniors through partners across Ontario. TASS helpline engaged in 15000+ calls and remote technical interactions. 25+ organizations are partnering through collective impact TASS project.



OBJECTIVE



Gather feedback from seniors who used TASS tablets for at least 3 months

DEMOGRAPHICS



31%
Of the seniors are between the age of 80-97. Rest are between 57-79



85%
Of the seniors are female



48%
Of the participants are living alone



14
Different languages spoken across all seniors

TASS IMPACT ON SENIOR DIGITAL LITERACY



If seniors were not provided TASS tablets, 92% would have had difficulty joining virtual group programs.



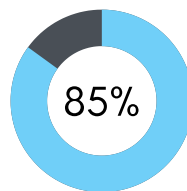
51% of the seniors spent 1 to 2 hours online.
36% of the seniors spent 2 to 4 hours.
13% spent more than 4 hours online per day when using TASS tablet.



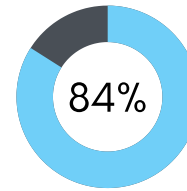
71% of the seniors have called TASS helpline two or more times for technical support



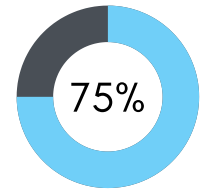
92% of the seniors said TASS helpline is useful in supporting them with tablet use



85% of the seniors who used TASS tablets felt more comfortable using technology



84% of the seniors wish to keep TASS tablets even after the COVID-19 pandemic has ended



75% of the seniors would like some activities to continue online post pandemic

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