



265 East 400 South | Box 291 | Raymond | Alberta | T0K 2S0 | 403 752-4585 | www.heartlandsupport.ca

Schedule A: Program Topics and Curriculum Areas

InterGen Tech Connect – Heartland Training & Support Hub

InterGen Tech Connect focuses on building practical, everyday digital skills that support independence, safety, and social connection for seniors in rural communities. Program content is delivered through small-group sessions and individualized support, and may be adapted based on participant needs, skill levels, and community feedback.

Core Program Topics (Primary Focus Areas)

These topics form the foundation of the program and align directly with project objectives:

- Smartphone and tablet basics (navigation, settings, and everyday use)
- Internet basics and safe browsing practices
- Email, texting, and digital communication tools
- Video calling (e.g., Zoom, FaceTime, Messenger) to connect with family and friends
- Online safety, privacy, and scam awareness
- Password management and account security
- Online banking basics and safe online transactions
- Accessing online services such as healthcare portals, appointments, and government services

Practical Applications and Everyday Use

These topics support confidence and independence in daily life:

- Taking, organizing, and sharing photos
- Downloading, using, and managing mobile apps
- Cloud storage and accessing files
- Using calendars, reminders, and notes
- Accessibility features (text size, voice-to-text, captions, hearing and vision supports)
- Voice assistants (e.g., Google Assistant, Siri, Alexa) for everyday tasks
- Maps, weather, and transportation tools
- Online shopping and digital transactions

Optional and Interest-Based Topics

These topics may be introduced based on participant interest and program capacity:

- Social media basics and safe use
 - Smartphone photography and basic editing
 - Messaging platforms (e.g., WhatsApp, Messenger)
 - YouTube and online learning tools
 - Translation tools and accessibility apps
 - QR codes and camera-based tools
 - Finding reliable information online
-

Emerging and Experiential Technologies (Optional)

Where appropriate, the program may include exposure to new and emerging technologies to enhance engagement and reduce isolation:

- Introduction to virtual reality (VR) for guided exploration and recreation
 - 360° travel, nature, or cultural experiences
 - Exposure to new digital tools that support quality of life and connection
-

Program Adaptability

Session topics and delivery will remain flexible and responsive to participant needs. Content may be adjusted based on:

- Participant feedback and common support requests
 - Device types and skill levels
 - Partner site priorities and scheduling considerations
-

Program Outcomes and Evaluation

InterGen Tech Connect is designed to support measurable improvements in digital confidence, skills, and safe technology use among participants. Through consistent engagement and hands-on support, the program aims to reduce social isolation, increase independence, and strengthen community connection.

Program delivery will remain flexible and participant-driven, while maintaining a clear focus on outcomes, including participant satisfaction, increased knowledge, and improved confidence with everyday technology. Feedback and participation data will be used to inform ongoing program improvements and support evaluation and reporting.

****This schedule is intended to guide program delivery and may evolve as the pilot progresses.***